



St Marys Student Funding Service Privacy Notice

This privacy notice explains how the Student Funding Service collects, uses and shares your personal data. We may collect your data in a number of ways, for example;

- When applying to the Hardship Fund
- When you communicate with us by telephone, email or face to face, for example in order to make enquiries or raise concerns

We may collect the following types of personal data about you:

- o Your names, and contact information such as address, email address and telephone number, as well as your date of birth, country of domicile and your nationality
- o Your course and course year
- o Declaration of a disability/estrangement/care leaver
- o Personal banking information such as your account number and sort code to enable an award to be made as well as full card details when repaying emergency loans
- o information about your family or personal circumstances, for example where this is relevant to the assessment of your Hardship Fund application or in order to provide you with appropriate pastoral care
- o Information about your racial or ethnic origin to monitor equal opportunities

The Student Funding Service will use the data you provide us with in accordance to the St Mary's University Student Privacy Notice and for the purposes of:

- a) Fulfilling our obligations to you as a student of the University
- b) Maintaining student records
- c) Determining your eligibility, as defined in the Hardship Fund Guidance Notes, and whether you meet the requirements to be offered an award or short term loan. This may involve sharing certain information, or obtaining confirmation from other University departments, including but not limited to;
 - a. The Registry, for confirmation or clarification of student or applicant details and/or status
 - b. The Fees Office for details of any outstanding accommodation or

tuition fee debt/s

- c. Departments referring students for specific financial support, such as, the Chaplaincy, Wellbeing Service, International Office, the Accommodation Service
- d) Communicating with you before and throughout the Hardship Fund application process, to advise you of missing evidence or to answer any queries
- e) In order to process Hardship Fund payments, the University Finance department will have access to your information
- f) We share your personal information with the Wellbeing Service, if you have disclosed a medical condition and/or disability to the University as part of your application for the Hardship Fund
- g) In order for the Student Funding Service to provide the best service to students, the following University departments may be contacted when we require access to a student's personal information we don't already have on file;
 - a. The Finance Department
 - b. The Registry Department
 - c. The Fees Office
 - d. The Student's Union
 - e. The Accommodation Service
 - f. The Wellbeing Service
 - g. The Widening Participation Department
 - h. The Careers Service
- h) Any third parties who work with us to provide student support such as Student Finance England
- i) Any internal or external parties who are contracted to carry out audits on the Student Funding Service
- j) Crime Prevention or Detection Agencies when absolutely necessary (e.g. the police)
- k) Parents, guardians, and next-of-kin (where there is a legitimate reason for disclosure such as an emergency situation)
- l) Third parties conducting surveys, for example the National Student Survey

The Student Funding Service will hold onto your personal data for anything up to three years after your association with us has come to an end. The paper application forms, and evidence provided will be kept for the remainder of the academic year the application was made and then confidentially destroyed.

The Student Funding Service takes its obligations in respect of privacy of personal data very seriously and it will only process personal information in accordance with its privacy statement and for the purposes detailed above, unless you are informed otherwise.

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