

Data Privacy Notice: Consultations

From time to time, we ask people with an interest in student complaints for their opinions about how we are carrying out our work. For example, we may ask for opinions on the development of good practice guidance, or about the operation of our Scheme.

Our consultations are open to anybody to submit a response. We ask respondents to share some personal data. This includes the individual's name, email address, job title and the name of the organisation they work for (if this is relevant to their response). The opinions expressed may also be personal data, except where these are submitted as a response on behalf of an organisation.

We ask for this personal data to better understand the context and experience that may inform an individual's response. We also use this information to check that we have gathered opinions from an appropriate range of stakeholders including students, student representative bodies, providers, regulators and others interested in education policy. We sometimes ask respondents if they are happy for us to contact them to follow up on their response, so that we can understand their views in more detail.

We only collect this personal data directly from the data subject.

We do not ask people to share sensitive or special category data in their responses to consultations.

We do not share consultation responses with any other organisations in a way that identifies the respondent. We do not publish a list of respondents and although we may quote responses in the work we take forward, we do not attribute these to individual respondents.

We usually undertake analysis of consultations responses within the OIA. If we decide to use a third party to help us analyse the consultation responses, we will inform respondents within the consultation documents.

Our IT systems are appropriately secure, and we take robust measures to protect them against cyber-attacks. We use Microsoft programmes to gather and store data. Our IT infrastructure is held within the UK.

The lawful basis for processing personal information supplied in consultation responses is that it is necessary for the performance of a task carried out in the public interest or exercise of official authority vested in the data controller (UK GDPR Article 6(1)(e) – public task). Collecting this data is necessary to support the effective performance of our statutory functions as set out in the Higher Education Act 2004.

We also rely on the lawful basis of consent. Respondents to our consultations may choose not to include information that identifies them in their response. Where respondents have chosen to include their personal data, they have consented to its processing as set out in the consultation documents.

The OIA acts as the data controller. The OIA can be contacted at:

PO Box 3362

Reading

RG1 9UF

Tel: 0118 959 9813

Email: enquiries@oiahe.org.uk

We usually keep consultation responses securely for up to six years. Respondents can exercise their rights to ask that we stop processing their personal data, or their right to access their personal data by emailing dataprotection@oiahe.org.uk. Any concerns or complaints about how we have processed the personal data of respondents to consultations may also be sent to this address. Respondents have the right to complain to the [Information Commissioner](#) if they are unhappy with our response to their concerns.