

# Privacy Notice

This notice outlines Student Services Online's commitment to confidentiality and explains how we store personal information relating to students and others in accordance with the Data Protection Act 2018, General Data Protection Regulation and any superseding legislation.

The personal information you supply on this form will be used to help us respond to your request, improve our services and for data analytics.

Please note that this notice is governed by the King's College London [Core Privacy Notice](#) and [Student Data Collection Notice](#), and we will process your non-sensitive and sensitive personal data in line with King's College London Data Protection Procedures. In line with these university-wide policies, it is in our legitimate interests to process student's personal data for legitimate purposes connected to their education and/or support at King's, including developing services and enhancing the student experience. As with all staff at King's, staff in Student Services complete mandatory data protection training to ensure we are managing, storing and using data properly and in accordance with university policy and our regulatory requirements.

We collect and process your personal information to assist with any enquiry you may log with the service supporting you. This will include your personal identifying information (as detailed on your student or contact record) but may also include any sensitive information you provided when you requested assistance, along with any documentation you may have supplied (for example a doctor's letter, bank statements etc.).

In line with legal requirements under the General Data Protection Regulation (GDPR) we will only use, or share with other suitably trained individuals, your non-sensitive and sensitive personal information to:

- provide you with information, advice, guidance and support regarding any issues that you have requested we assist you with and relating to you being a student or other interested individual at King's College London
- monitor, evaluate, audit and develop our services – although data will be anonymised in any published reports
- respond to any complaints you make about our services
- protect somebody's life
- on rare occasions, we may be required or permitted to share personal information by law (e.g. for law enforcement purposes)

We will keep your data electronically on our enquiry management system in line with the King's [Records Retention Schedule](#).

## **Student Services Online – Privacy Notice continued**

If you have any questions about this privacy notice, please speak to the staff member supporting you or to a member of Student Services.

Telephone: 020 7848 1234

Student Services Online: [kcl.ac.uk/studentservices](http://kcl.ac.uk/studentservices)

Requests for your personal information must be made to the university in writing; for more information on this and your other rights under GDPR you should refer to [Requests for Personal Information](#).

If you require further information about how the university handles personal data relating to students and others, or if you have any questions on the university's policies on data protection, you should refer to the [Student Data Collection Notice](#), which includes contact details for the university's Information Compliance Team.