



# Leeds Universities and Colleges Neighbourhood Helpline

## Service Users Privacy Policy

The Neighbourhood Helpline is a collaborative initiative between the University of Leeds, Leeds Beckett University, Leeds Trinity University and Leeds College of Music. This privacy policy explains how we use any personal information we collect about you and how we use it.

### i. What information do we collect about you?

We collect information about you when you contact the Helpline via our voicemail, email or web form. When we receive a complaint from a person we log that complaint in our Helpline Log. This contains the identity of the complainant and any other individuals involved in the complaint. By contacting us you are giving your consent to storing and processing your personal information.

When you call our Helpline we use Calling Line Identification (CLI) information which allows us to see the callers number if it has not been withheld. We use the number to ensure we can effectively respond to complaints.

We will keep personal information contained in complaint files in line with each institutions retention policy. This means that information relating to you and a complaint will be retained for up to four years from closure of a case. It will be retained in a secure environment and access to it will be restricted to operatives of the Helpline and the designated officer for student discipline in the event of disciplinary action.

Your personal details will not be shared with any third parties, unless we are instructed to do so by you.

### ii. How will we use the information about you?

We collect information about you to process your complaint in line with the Neighbourhood Helpline Code. Where complaints are submitted to us we will only use the information supplied to us to deal with the enquiry and to check on the level of service we provide. The personal information we collect is limited to that necessary to investigate a complaint and that includes your name, email and a contact telephone number.

We have to disclose the complainant's identity within the institution that is investigating their student's involvement with a complaint that has been registered. If a complainant doesn't want information identifying him or her to be disclosed, we endeavour to accommodate that where possible. However, it may not be possible to effectively handle your complaint on a completely anonymous basis.

We compile and publish an Annual Report showing information including the number of complaints and types of complaint we receive, but not in a form which identifies anyone.

### iii. Changes to this statement

This statement and therefore the ways in which your data may be processed can be changed from time to time. Any changes will only be notified via this document and web page.

<http://sustainability.leeds.ac.uk/neighbourhood-helpline/>

This privacy statement was last updated on **24 May 2018**.

#### **iv. Your rights**

You have the right to:

- withdraw consent where that is the legal basis of our processing;
- access your personal data that we process;
- rectify inaccuracies in personal data that we hold about you;
- be forgotten, that is your details to be removed from systems that we use to process your personal data;
- restrict the processing in certain ways;
- obtain a copy of your data in a commonly used electronic form; and
- Object certain processing of your personal data by us.

Please see <https://ico.org.uk/> for further information on the above rights.

The Information Commissioner's Office (ICO) regulates our processing of your personal information. You have the right to lodge a complaint with the ICO if you are unhappy with the way we are processing your data. Please see <https://ico.org.uk/> for further information about how to do this.

#### **v. Data Controllers**

The University of Leeds, Leeds Beckett University, Leeds Trinity University and Leeds College of Music are joint data controllers.

If you have any queries relating to this privacy notice or the way your data is being processed through the Helpline please contact [neighbourhood.helpline@leeds.ac.uk](mailto:neighbourhood.helpline@leeds.ac.uk).