

SECTION N — HOW WE USE AND KEEP INFORMATION ABOUT YOU

Our purpose for processing information about you

When you enrolled on your course at the University, we shared our *Applicant and Student Privacy Notice* with you. The *Applicant and Student Privacy Notice* explains:

- why we collect, hold and process your personal information;
- how we use that information, and the circumstances in which we might share it with other people; and
- how we use anonymised data for the purposes of statistical reporting and monitoring or research.

Using your data in this way is essential for us to facilitate your education, and to deliver and improve services and facilities. [Click here for the Applicant and Student Privacy Notice](#).

For more information about how we hold and process data about you, contact the Data Protection Officer by emailing dataprotection@norwichuni.ac.uk.

- We collect, hold and use information about our students on paper and electronically in line with the **Data Protection Act (DPA)** and the **UK General Data Protection Regulation (GDPR)**. The **Information Commissioner's Officer (ICO)** registration number for the University is Z7289627.
- We use this information **to support our work** with you for:
 - admissions;
 - enrolment;
 - attendance and engagement;
 - assessment;
 - careers advice;
 - graduation; and
 - our alumni services.
- This information also helps in our work with you in all aspects of our **student services**, including disability support and support for international students.
- For more about telling us that any of **your personal details have changed**, see **section A**.
- **If you need to give us your permission to release information we hold about you to someone else**, you need to complete a form. Click [here](#) for a link to the form, or search the intranet for 'Student request to release information form'.
- **If you want to ask for a copy of the information we hold about you**, contact the Data Protection Officer by emailing dataprotection@norwichuni.ac.uk.

The categories of information we collect

The data we collect about you includes:

- details of your education and qualifications before you enrolled at the University;
- information relating to your time as a student at the University (including your attendance, your assessment and feedback, and qualifications awarded); and
- information about what you do when you leave University.

Information about your gender, ethnic origin, disability, sexual orientation, gender reassignment, and religion or belief is classed as personal 'sensitive personal data' under the DPA, and 'special categories of data' under the UK GDPR. This information is necessary for monitoring equality of opportunity and preventing unlawful discrimination as required under the Equality Act 2010.

If you are an overseas student, we also collect information about your passport and visa.

1 How we keep and share student information within the University

1.1 We keep files for students in individual areas of the University as needed. For example, Course Administration keep a general file on your studies at the University, and Student Support keep files about individual student medical conditions and disabilities. These files also contain copies of correspondence between us and you.

1.2 We keep different types of student information for specific periods of time as follows:

- We keep your general student file (and your Student Support file, if you have one) for six years after the end of your relationship with the University, and then destroy the files confidentially.
- We keep separate student files on the following for a period of eight years after an individual case has been concluded before destroying them confidentially:
 - student appeals and complaints;
 - extenuating circumstances claims; and
 - Student Conduct Committee cases, including academic misconduct.
- We keep documents relating to our sponsorship of a student studying at the University under the terms of a Student visa for the longer period of either:
 - one year from the date we ended our sponsorship of the student; or
 - where we no longer sponsor the student, the point at which a UKVI compliance officer has examined and approved the student.

- We keep a permanent record of your enrolment, your course and your academic progression. Keeping this information is the responsibility of the Academic Registrar. Contact aro@norwichuni.ac.uk for more information.
- We keep digital files relating to the administration of our graduation ceremonies for six years, but we keep as a permanent record paper copies of any ceremonial booklets or programmes produced for graduation. Contact graduation@norwichuni.ac.uk for more information.
- We keep information on our Alumni database about you. Contact alumni@norwichuni.ac.uk for more information.

1.3 We only share student information between areas of the University where there is good reason to do so. For example, if you have told us that you have a serious medical condition, Student Support would share information about that condition with Course Administration to make sure that you are supported appropriately.