**Privacy Notice** – **Enquiry processing and fulfilment**

**The Data Controller of the information being collected is: The University of the Highlands and Islands (UHI), Executive Office, 12B Ness Walk, Inverness IV3 5SQ. Phone: 01463 279000.**

**For any queries or concerns about how your personal data is being processed you can contact the relevant Data Protection Officer at** **dataprotectionofficer@uhi.ac.uk****.**

**This privacy statement relates to the following process:**

Use of personal data supplied by individuals making a course or other enquiry though the university’s web forms, by email or by phone to the course information line, including during clearing data accessed from UCAS.

**We will use your information to:**

* Fulfil your enquiry/request
* Contact you for feedback on your experience of using our enquiry service if you give consent
* Send you further relevant information about our courses and services by your preferred methods if you give consent

**The legal basis on which we use your personal data is consent.**

We do not disclose your data to any third party organisations.

It may be necessary to pass your query onto one of our academic staff or to one of our campuses to allow us to give you the best response.

**Special category (sensitive) data**

We do not collect sensitive data, however if you disclose this to us during your enquiry we will not share it with others when processing your request, unless you give your consent to this.

**Data retention**

Your personal data will be retained for one year after the completion of your enquiry. If you consent to be sent information on other courses and services your data will be retained for three years.

**Your rights and preferences**

**The following rights are rights of data subjects:**

* The right to access your personal data
* The right to rectification if the personal data we hold about you is incorrect
* The right to restrict processing of your personal data

**The following rights apply only in certain circumstances:**

* The right to withdraw consent at any time if consent is our lawful basis for processing your data
* The right to object to our processing of your personal data
* The right to request erasure (deletion) of your personal data
* The right to data portability

**You also have the right to lodge a complaint with the Information Commissioner’s Office about our handling of your data.**