**Privacy Notice – Red button service feedback**

**The Data Controller of the information being collected is:** Student Engagement Manager, The University of the Highlands and Islands (UHI), Executive Office, 12B Ness Walk, Inverness IV3 5SQ. Phone: 01463 279000. Email [studentengagement@uhi.ac.uk](mailto:studentengagement@uhi.ac.uk).

**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](mailto:dataprotectionofficer@uhi.ac.uk)

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

Feedback related to the Red Button service

**Your information will be used for the following purposes:**

The information provided is used to improve the service and / or to respond to any comments, questions, suggestions or complains regarding the red button service.

**Our legal reason for using the data is/are:**

Legitimate interest.

**The legitimate interest(s) of the controller or third party is/are:**

The processing is undertaken under the legitimate interest of: The data controller (the university) and the data subject (the red button user).

Summary of legitimate interest: Students using the service often wish to provide feedback on their use of the service and expect us to act on this feedback.

**Your data will, or may, be shared with the following recipients or categories of recipient:**

Data will be used by red button staff, and if applicable other staff with an interest in the red button service.

**Your data will be retained for the following length of time:**

Data is deleted upon resolution of your feedback enquiry.

**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:**

*•* Theright 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.**