# Privacy Notice - Postgraduate Taught and Research Experience Surveys (PTES and PRES)

**This privacy notice explains how your personal data will be processed for the Postgraduate Taught and Research Experience Surveys.**

The University of Kent is the data controller for your personal data and is subject to the General Data Protection Regulation (the ‘GDPR’) and the Data Protection Act 2018.

The University of Kent is registered as a ‘Data Controller’ under registration number Z6847902. [View the full entry on the register](https://ico.org.uk/ESDWebPages/Entry/Z6847902)

The surveys are carried out by Advance HE on behalf of Higher Education providers including the University of Kent.

**How we collect and use your data**

You will be asked to provide responses about your experiences as a postgraduate student via an online survey tool called ‘Online Surveys’. ‘Online Surveys’ is a secure system owned by Jisc and is the online survey tool hosting the survey on behalf of Advance HE. You will be given a unique web link to allow you to access your survey. Your Student ID will be the unique identifier.

The purpose of this survey is to gain insight from students about your learning and teaching experience. All responses collected through our student experience surveys are stored by Jisc (data processor), on behalf of University of Kent. Jisc will share the survey responses with Advance HE (data processor). Your responses will be held securely by University of Kent, Jisc and Advance HE.

All participating institutions, University of Kent included, have agreed not to identify any individuals when reporting their results internally or externally, and will ensure that no individuals can be identified by those results. The full dataset will be available to Advance HE in order to conduct national level research and analysis. This data helps the University of Kent and the sector better meet the needs of postgraduates like you.

**Categories of information we collect**

We will use personal data held on our student records system and data provided directly by you in response to the survey. To make the survey as easy as possible to complete, some data that you have already supplied to the University is preloaded. This data is about your course, year of birth, name, Student ID, university email address and some special category data (i.e.., gender identity, ethnic background, and country of domicile).

**How we use your personal information**

Your personal data will be used only by relevant University of Kent staff where the data is necessary for them to undertake their designated role. Access to the raw data is restricted to the Planning & Data Engineering Department for analysis purposes. After that all staff within the institution will only have access to anonymised aggregated results and comments.

**Our lawful basis for processing your data**

We rely on the following lawful basis as allowed by the UK GDPR for processing your personal data as this is necessary for:

*The performance of a task carried out in the public interest or in the exercise of official authority -* [*Article 6(1)(e)*](https://www.legislation.gov.uk/eur/2016/679/article/6)

In this case enabling us to carry out our official public functions of conducting research/evaluation for quality assurance and enhancement purposes.

As we also use your special category data, we must identify a further basis for processing that data. In this case this is because it will be used for research purposes in accordance with [*Article 9(2)(j)*](https://www.legislation.gov.uk/eur/2016/679/article/9)*,* [*Data Protection Act Schedule 1 Part 1 Paragraph 4*](https://www.legislation.gov.uk/ukpga/2018/12/schedule/1/part/1/crossheading/research-etc)*.*

**Who your information will be shared with**

We use third party organisations (known as data processors) who carry out services on the University’s behalf under contract. We will ensure that only the minimum amount of relevant personal data necessary for the purpose is transferred. We will ensure that contractual agreements exist to ensure compliance with data protection regulations and that data is used solely under our instruction. In these circumstances personal data shall be deleted after the contract has terminated.

All responses collected through this survey are stored by Jisc, on behalf of the University of Kent. Jisc will share the survey responses with Advance HE. Your responses will be held securely by Jisc, Advance HE and the University of Kent. Advance HE and Jisc will act as data processors. Results are confidential to the University of Kent, though the university may choose to share or publish aggregated, anonymous results.

All participating institutions have agreed not to identify any individuals when reporting their results internally or externally, and to use their best efforts to ensure that no individuals can be identified by implication. The full PTES or PRES datasets will be available to Advance HE in order to conduct national level research and analysis, and for legal/audit purposes. All results will be reported in an aggregated and anonymised form. Advance HE may pass the open comments data along with respondents' demographic details to a third-party processor in order to conduct further analyses on their behalf.

For more information please see:

[JISC’s privacy notice](https://www.jisc.ac.uk/website/privacy-notice) and [Advance HE’s privacy notice](https://www.advance-he.ac.uk/privacy)

Sometimes it is necessary for your personal information to be shared:

* with competent authorities (such as the police, NCA) or Action Fraud for law enforcement purposes (for substantial public interest reasons – Article 9(2)(g) – for preventing or detecting unlawful acts, safeguarding or fraud purposes)
* with our professional advisors where it is necessary for the establishment, exercise or defence of legal claims – Article 9(2)(f).

Occasionally the University may, if appropriate, legitimate and necessary, rely on relevant exemptions to UK GDPR provisions as are allowed under the [Data Protection Act 2018](https://www.legislation.gov.uk/ukpga/2018/12/schedule/2) (in relation to crime and taxation, management forecasts, negotiations, confidential references and exam scripts and exam marks).

**How long your personal data will be kept**

All the data we gather from the survey will be kept and stored in line with the University’s retention and archiving policy – see the [Retention Policy](https://www.kent.ac.uk/education/documents/policies-procedures-examination-guidance/qa-retention-archiving-policy.docx).

**Security**

We will ensure that security measures are in place to prevent the accidental loss of, unauthorised use of or access to your data. Access is given to staff on a ‘need to know’ basis. Our staff are required to keep your data safe and complete data protection training.

We have procedures in place to deal with any data security incidents and will notify you and the ICO in the event of a data breach where we are required to do so.

**Your rights**

Please be aware of the following rights which can be accessed free of charge by contacting [dataprotection@kent.ac.uk](mailto:dataprotection@kent.ac.uk):

* know how we are using your personal information and why (right to information)
* access the personal data held by us (subject access request)
* ask for correction of any mistakes (rectification)
* to object to direct marketing
* to complain to the ICO.

In some circumstances you also have the right to:

* object to how we are using your information
* ask us to delete information about you (the right to be forgotten)
* have your information transferred electronically
* object to automated decisions which significantly affect you
* restrict us from using your information.

For further guidance regarding your rights please see the [ICO website](https://ico.org.uk/).

**Your right to complain to the Information Commissioner**

You have the right to lodge a complaint with the [Information Commissioner's Office](https://ico.org.uk/make-a-complaint/).

Their helpline telephone number is: 0303 123 1113.

**Contacts**

If you have any questions or concerns about the way the University has used your data, or wish to exercise any of your rights, please consult our [website](https://www.kent.ac.uk/infocompliance/index.html).

The University’s Data Protection Officer can be contacted at: [dataprotection@kent.ac.uk](mailto:dataprotection@kent.ac.uk).