



Privacy Notice - Open University – Open Justice Law Clinic

Your Personal Data – the information we collect about you and what we do with it:

About us

The Open University is a UK Higher Education Institution. For more information please see www.open.ac.uk The Open University is what is known as the Data Controller of the personal data you provide to us.

What information do we collect about you?

In the course of helping you with your legal problem, we collect the following personal information when you provide it to us:

- *Name, address, date of birth, contact information (telephone and email where appropriate) National Insurance number (where appropriate)*
- *Additional information in relation to your legal problem to enable us to advise you.*

This will be stored separately to any other records the University holds about you. For example if you have a student record, the Open Justice Law Clinic information will not be stored as part of that record.

We use your personal information in the following ways?

We need to know some information about you so that we can contact you and assess your suitability for the Open Justice Law Clinic; if your case is taken forward your details will be incorporated into your personal case file. We use your personal information primarily to enable us to help you with a legal problem in accordance with your instructions.

All the above functions are in exercise of our **official authority** as vested in the University Charter to provide education of University and professional standards for our students and to promote the educational well-being of the community generally.

Special Category Data

Some of your case information you provide, may contain personal sensitive data (special category data), such as information relating to your health. We will exercise particular care in handling that information and is only collected and processed as **it is necessary for the establishment, exercise or defence of potential legal claims.**

Sharing information with third parties

We will share anonymised data that will not identify you as an individual, with Law Works, a charitable institution connecting volunteer lawyers with people in need of legal advice. The Open University is obligated to share such information with Law Works under The Open University's membership of the Law Society.

How we keep your information

Generally all the personal data handled by the Open University is processed by Open University staff using computing facilities in the UK and The Open University has a Data Protection regime in place to oversee the effective and secure handling and use of your personal data.

The Open Justice Law Clinic, uses an on line case management system CLIO that is located outside of the European Union. We have strict security and contractual requirements to ensure your information will be treated to the same standards as if it were in the EU.

We do not share or sell your information to other organisations.

How long we keep it

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including satisfying any legal requirements.

To determine the appropriate retention period for personal information, we consider the amount, nature and sensitivity of the personal information, the potential risk of harm from unauthorised use or disclosure of your personal information, the purpose of which we process your personal information and the applicable legal requirements.

Once we decide that it is no longer necessary to keep your information we will either delete it from our records or remove any reference to you.

We will retain your data in anonymised form for research and statistical information.

What are your rights?

If you want to see the information the University holds about you, or if you want any information corrected, restricted or deleted (or any of your rights under the data protection legislation exercised), please contact us using the details below.

If you wish to raise a complaint about how we have handled your personal data, you can contact our Data Protection Officer who will investigate the matter. Our Data Protection Officer can be contacted on the details below.

If you are not satisfied with our response or believe we are processing your personal data in a way that is not in accordance with the law you can complain to the UK Information Commissioner's Office (ICO). See www.ico.org.uk

Consent

If your case is accepted your consent will be sought separately to take the case forward.

OU Data Protection Officer
APG The Open University
Walton Hall
Milton Keynes
MK7 6AA
Email: data-protection@open.ac.uk
Telephone: +44 (0)1908 653994

Client's name

I consent to the Open Justice Law Clinic using my personal information (including any special category data necessary to process my case) in the ways explained above.

Client's signature:

Date:

- i. You can withdraw your consent to our use of your personal information at any time.
- ii. If you wish to discuss the clinic's use of your information please contact: the Open University's Data Protection Officer on data-protection@open.ac.uk
- iii. You have the right to complain to the Information Commissioner's Office (ICO) about our handling of your personal information. See: <https://ico.org.uk/>