**The Data Controller of the information being collected is: The University of the Highlands and Islands (UHI), UHI House, Old Perth Road, Inverness IV3 3JH. 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](mailto:dataprotectionofficer@uhi.ac.uk)

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

Student Satisfaction and Engagement Survey (SSES)

The University, in pursuit of delivering excellent teaching and learning experiences, routinely collects student feedback on satisfaction and engagement. The University issues a survey in semester 2 of the academic year to obtain feedback from students regarding their experiences. The purpose of the survey is to identify areas for improvement and to ensure all students receive an equitable student experience.

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

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| **Purpose 1:**  **Administration of Survey, including transfer of student profiles in JISC Online Survey** | We will use your student ID and UHI email address held on our secure student records system (SITS) in order to establish a unique identifier for you, so we can send you a personal link to the survey.  This information will only be accessed by JISC (who manage the survey tool) and Quality Department staff. Your data will not be accessed by academic or service staff and it will be kept secure and confidential.  This data is not routinely accessed, and will only be made available to staff outside of Quality Departments in the following circumstances: (a) free text comments made in response to open questions are threatening or abusive (b) respondents contravene the [UHI IT acceptable use policy](https://www.uhi.ac.uk/en/t4-media/one-web/university/lis/security/Summary-of-the-Acceptable-Use-Policy.pdf).  All survey results are stored securely and are handled in compliance with Data Protection legislation and university best practice. |
| **Purpose 2:**  **UHI analysis of data** | The University takes students views seriously and uses feedback to inform decision making processes to improve our performance and service provision and ultimately enhance the student experience. Surveys are a useful and efficient way of gathering feedback from our large, and geographically dispersed, student population. The information gathered from the survey is analysed and reported at different levels to help us make changes or inform additional research.  Survey responses are linked to individual student numbers in order that the university can monitor student feedback at various levels. For example, by programme, Academic Partner and curriculum area, and course of study.  Academic and support staff have access to a suite of reports based on the survey data. These reports are:  • Anonymised: No names, student numbers or other identifying information is contained within these reports.  • Summarised: Only summaries of responses are included within these reports (e.g. number of respondents choosing ‘Strongly Agree’ for question 1 etc.) and do not contain information relating to any individual responses (e.g. Respondent 1 was on Programme x at Academic Partner Y, and selected ‘Strongly Agree’ for all multiple choice questions).  Free text responses to open comments (qualitative) sections are made available to staff. Individual comments are however anonymised and not linked to any other data we hold. **Respondents should take care that they, or others, cannot be personally identified from the content of these comments.** Anonymised quotes from the comments may be used to illustrate the survey findings in internal reports. |
| **Purpose 3:**  **Prize draw** | Some Academic Partners may offer a prize draw as a gesture of thanks for providing us with feedback. In order to award this prize, student ID numbers will be selected at random. You will know if there is a prize draw before you start the survey. Only named members of staff in each academic partner will use a method to randomly select winner(s) of the prize draw, using the student ID number. |
| **Purpose 4:**  **Submission of anonymized reports to external agencies** | The first 13 questions of the survey are designed by the Scottish Funding Council (SFC) and the data will be issued to them to enable the Government to gauge student satisfaction of the funded education provision. The responses are returned as high-level data analysis which has used the raw data. This may additionally be shared with Quality Assurance Agency, Education Scotland, and other external stakeholders. However, please note this data will not include any unique identifiers and will still remain anonymous and only statistical data will be shared. |

**Our legal reasons for using the data are:**

|  |  |
| --- | --- |
| **To achieve the following purposes:** | Purpose 1: Administration of survey  Purpose 4: Submission of anonymized reports to external agencies |
| **Our legal reason to use the data is:** Use is necessary for us to comply with a legal obligation. That legal obligation being the return of statistical data and reports to satisfy the Scottish Funding Council, Quality Assurance Agency Scotland and Education Scotland. | |
| **To achieve the following purposes:** | Purpose 2: Analysis of survey data |
| **Our legal reason to use the data is:** Use is necessary for the performing a task in the public interest or under official authority vested in us. That being the university's public task as an educational establishment to provide teaching and learning experiences in line with QAA Scotland’s Quality Enhancement Framework | |
| **To achieve the following purposes:** | Purpose 3: Prize draw |
| **Our legal reason to use the data is:** Legitimate interest. Participating in a survey that involves a prize draw involves use of student ID in order to identify prize winners. | |

**The data we use includes special category (sensitive) data, that being your health/Disability and/or Ethnicity. You are not obliged to provide this information. Our legal reason for using this sensitive data, as provided, is:**

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| The processing is necessary for a matter of substantial public interest, that being the monitoring and promoting of equality of opportunity and treatment. |

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

JISC who manage the survey tool, academic partners within the University of Highlands and Islands (UHI) partnership (see list below), and Highlands and Islands Students Association (HISA).

|  |  |
| --- | --- |
| **UHI Partners** | |
| UHI Argyll | UHI Orkney |
| Highland Theological College | UHI Perth |
| UHI Inverness | Sabhal Mòr Ostaig |
| UHI North, West and Hebrides | Scottish Association for Marine Science |
| UHI Moray | UHI Shetland |

**Your data will be retained by the University and Academic Partners for the following period:**

Quantitative (numerical) raw data will be retained for the year of survey plus 1 year, higher level data analysis (% totals etc) plus qualitative (comments) data will be retained for the current academic year plus 5 years.

**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.**

**The Information Commissioner’s Office is UK’s independent authority set up to uphold information rights in the public interest. Their website is** [www.ico.org.uk](http://www.ico.org.uk)