

PART 1 – GENERIC PRIVACY NOTICE

Durham University has a responsibility under data protection legislation to provide individuals with information about how we process their personal data. We do this in a number of ways, one of which is the publication of privacy notices. Organisations variously call them a privacy statement, a fair processing notice or a privacy policy.

To ensure that we process your personal data fairly and lawfully we are required to inform you:

- Why we collect your data
- How it will be used
- Who it will be shared with

We will also explain what rights you have to control how we use your information and how to inform us about your wishes. Durham University will make the Privacy Notice available via the website and at the point we request personal data.

Our privacy notices comprise two parts – a generic part (ie common to all of our privacy notices) and a part tailored to the specific processing activity being undertaken.

Data Controller

The Data Controller is Durham University. If you would like more information about how the University uses your personal data, please see the University's [Information Governance webpages](#) or contact Information Governance Unit:

Telephone: (0191 33) 46246 or 46103

E-mail: information.governance@durham.ac.uk

Information Governance Unit also coordinate response to individuals asserting their rights under the legislation. Please contact the Unit in the first instance.

Data Protection Officer

The Data Protection Officer is responsible for advising the University on compliance with Data Protection legislation and monitoring its performance against it. If you have any concerns regarding the way in which the University is processing your personal data, please contact the Data Protection Officer:

Jennifer Sewel
University Secretary
Telephone: (0191 33) 46144
E-mail: university.secretary@durham.ac.uk

Your rights in relation to your personal data

Privacy notices and/or consent

You have the right to be provided with information about how and why we process your personal data. Where you have the choice to determine how your personal data will be used, we will ask you for consent. Where you do not have a choice (for example, where we have a legal obligation to process the personal data), we will provide you with a privacy notice. A privacy notice is a verbal or written statement that explains how we use personal data.

Whenever you give your consent for the processing of your personal data, you receive the right to withdraw that consent at any time. Where withdrawal of consent will have an impact on the services we are able to provide, this will be explained to you, so that you can determine whether it is the right decision for you.

Accessing your personal data

You have the right to be told whether we are processing your personal data and, if so, to be given a copy of it. This is known as the right of subject access. You can find out more about this right on the University's [Subject Access Requests webpage](#).

Right to rectification

If you believe that personal data we hold about you is inaccurate, please contact us and we will investigate. You can also request that we complete any incomplete data.

Once we have determined what we are going to do, we will contact you to let you know.

Right to erasure

You can ask us to erase your personal data in any of the following circumstances:

- We no longer need the personal data for the purpose it was originally collected
- You withdraw your consent and there is no other legal basis for the processing
- You object to the processing and there are no overriding legitimate grounds for the processing
- The personal data have been unlawfully processed
- The personal data have to be erased for compliance with a legal obligation
- The personal data have been collected in relation to the offer of information society services (information society services are online services such as banking or social media sites).

Once we have determined whether we will erase the personal data, we will contact you to let you know.

Right to restriction of processing

You can ask us to restrict the processing of your personal data in the following circumstances:

- You believe that the data is inaccurate and you want us to restrict processing until we determine whether it is indeed inaccurate
- The processing is unlawful and you want us to restrict processing rather than erase it
- We no longer need the data for the purpose we originally collected it but you need it in order to establish, exercise or defend a legal claim and
- You have objected to the processing and you want us to restrict processing until we determine whether our legitimate interests in processing the data override your objection.

Once we have determined how we propose to restrict processing of the data, we will contact you to discuss and, where possible, agree this with you.

Retention

The University keeps personal data for as long as it is needed for the purpose for which it was originally collected. Most of these time periods are set out in the [University Records Retention Schedule](#).

Making a complaint

If you are unsatisfied with the way in which we process your personal data, we ask that you let us know so that we can try and put things right. If we are not able to resolve issues to your satisfaction, you can refer the matter to the Information Commissioner's Office (ICO). The ICO can be contacted at:

Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF

Telephone: 0303 123 1113

Website: [Information Commissioner's Office](#)

PART 2 – TAILORED PRIVACY NOTICE

This section of the Privacy Notice provides you with the privacy information that you need to know before you provide personal data to Durham University for the particular purpose(s) stated below.

Project Title:

Evaluation of the Levelling Up: Aspire Higher programme. This privacy notice covers the delivery of the Levelling Up: Aspire Higher programme and the Evaluation research.

Note: the term participant applies to both applicants to the programme who are successful in getting a place on the programme and those who are unsuccessful in being offered a place.

Type(s) of personal data collected and held by the Levelling Up: Aspire Higher programme teams and evaluation research team and method of collection:

For both the delivery of the Levelling Up: Aspire Higher programme and the evaluation research, personal data will be collected through the application form to the programme, surveys, registers of programme engagement, attainment and attendance. The evaluation research will also collect data through focus groups and observation of training, tutoring and mentoring sessions. Personal data collected will include your: name; date of birth; address; postcode (and contextual data including POLAR quintile data and ACORN category data that is obtained using your postcode); email address; the gender you identify as; whether you have British nationality; details of your current and previous schooling, academic attainment at GCSE (or equivalent) and subjects that you are currently studying; identifying information related to university applications such as UCAS personal ID number; and whether anyone in your close family has previously attended university. We will also seek your perceptions relating to applying to university; your perceptions and experiences of STEM education in school (specifically Chemistry, Maths and Physics); data from your participation in the programme; and your views on the Levelling Up: Aspire Higher programme.

Special category data will be collected through the same means and will include: your ethnic group; whether you consider yourself to have a disability or a long term health condition; whether you are in receipt of free School meals or school support; whether you have ever been looked after, accommodated or in care; or whether you are irreconcilably estranged from both of your biological or adoptive parents, or only living parent.

Video recordings will be collected of tutor and mentor sessions by the Levelling Up: Aspire Higher programme. Photographs may be collected by the Levelling Up: Aspire Higher programme in training sessions, tutor sessions, mentor sessions and on-site or virtual campus visits. Audio **and video** data will be collected by the evaluation research in focus groups.

Lawful Basis

Under data protection legislation, we need to tell you the lawful basis we are relying on to process your data. The lawful basis we are relying on is public task Article6(1)(e): the processing is necessary for an activity being carried out as part of the University's public task, which is defined as teaching, learning and research.

For further information see

<https://durham.ac.uk/research.innovation/governance/ethics/governance/dp/legalbasis/>

Special category data is being processed under Article 6(1)(e):Public Task and Article 9(j): Archiving, research and statistics.

How personal data is stored:

Levelling Up: Aspire Higher programme

All personal data will be held securely and strictly confidential to the Levelling Up: Aspire Higher programme. All personal data in electronic form will be stored on a password protected devices approved by Durham University or the Institute of Physics (as appropriate) or on services or software approved for use by Durham University or the Institute of Physics (as appropriate). Any hardcopies of data will be kept in locked storage. Identifiable data will not be available to anyone outside the Levelling Up: Aspire Higher programme teams. Video data will be recorded and stored on encrypted devices only accessible to the relevant Levelling Up: Aspire Higher programme team.

Evaluation research

All personal data related to the evaluation will be held securely and strictly confidential to the Evaluation research teams. All personal data in electronic form will be stored on a password protected devices approved by Durham University or on services or software approved for use by Durham University. Any hardcopies of data will be kept in locked storage. Identifiable data which is only for use by the Evaluation team will not be available to anyone outside the Evaluation research teams. Audio **and video** data will be recorded and stored on an encrypted device until it has been transcribed. No-one else will have access to the recording, and it will be erased once the transcription has been completed. **Copies of recordings of mentor and tutor sessions that are used for observation as part of the evaluation will be erased by the evaluation team once observation notes have been made.**

Access & Engagement

Personal data is stored on the Access & Engagement internal Computer Information Service (CIS) managed secure server, behind a firewall with access restricted by user permissions.

Personal data may also be stored in hard-copy (paper format), which is held in locked draws/filing units. Additionally, some personal data, where appropriate, may be stored on the Higher Education Access Tracker (HEAT Database) of which Durham is a member. For further details of the HEAT Data Protection Policy and Privacy Notice, please see dur.ac.uk/supported.progression/contact. For more information about what the HEAT Database is and how your data is used, please see page 7 of this document.

How personal data is processed:

Levelling Up: Aspire Higher programme

Data collected through the application form, surveys, registers of programme engagement, attainment and attendance will be used to inform the delivery and development of the programme. The Levelling Up: Aspire Higher programme teams will use the data provided in the application form to inform the selection process for participants on the programme and to run the activities within the programme. Video recordings will be used for safeguarding and quality assurance of tutoring and mentor sessions. Photographs may be used for reports and publicity about the programme.

Evaluation research

Data collected from participants collected at different timepoints across the programme will be linked together and the data from individuals will be combined into a database for analysis with data from the other participants across the national Levelling Up programme as well as from their individual programme. The evaluation team will use the data collected from the application form, surveys, focus groups, observation of sessions, registers of programme engagement, attainment and attendance to conduct an evaluation of the impact of the programme for participants and to understand the successes and challenges within the process of implementing the Levelling Up programme. The evaluation will particularly look at whether the programme has been received differently for different groups of participants. Audio and video recordings and transcripts will be used to assist the analysis of focus groups and for the observation of a sample of mentoring and tutoring sessions.

As part of the evaluation, once data has been collected from different sources it will be combined into a central database where the data will be pseudoanonymised, with each participant being allocated a project ID linked via a key in a separate spreadsheet. The names of participants will be removed from the master database, with participants identifiable via their project ID in the database.

As part of the evaluation, we are aiming to conduct a long-term evaluation of the impact of the Levelling Up programme, therefore, all research data and records needed to validate the research findings will be stored for 10 years after the end of data collection. Data about participants within the HEAT Database may also be included as part of an evaluation of the longer-term impact of the Levelling Up programme.

Access & Engagement

Access & Engagement will use contact information provided to communicate relevant information to participants, for example information about current or future events and activities at Durham University. They will use educational information and information provided relevant to any eligibility and selection criteria to inform relevant admissions processes that may result from participation in the programme. Additionally, Access & Engagement needs to evidence the reach and effectiveness of its programmes to funders/donors and external organisations as required by law. As part of its commitment to fair access and widening participation, the University also aims to demonstrate the impact of its programmes on fair

access and widening participation over time.

Withdrawal of data

You can request withdrawal of your data at any time up until you have completed your time on the Levelling Up: Aspire Higher programme, at which time the data will be analysed and published. Once the research has been published, is it necessary to retain all the data on which the publication was based in order to be able to validate the research and so it would not be possible to remove your data from then onwards.

Who personal data will be shared with

We will share data securely within Durham University for relevant student administration mechanisms for example for admissions processes and/or arranging financial support.

Schools and Colleges

Application to the Levelling Up: Aspire Higher programme will need to be verified by the applicant's school or college. We will only share personal data with participants' own school or college and only where permission has been granted by the participant in the application form.

Please note: teachers, advisors, and other school based contacts may also provide their personal data to Durham University from time to time. This data is not covered by this privacy notice and individuals should refer instead to Durham University's privacy information online at: dur.ac.uk/ig

Who the Durham University Levelling Up: Aspire Higher Chemistry (Hub and Spoke) programme team will share personal data with:

Personal and special category data collected by the Durham Chemistry Hub and Spoke will be shared with the evaluation research team in the School of Education at Durham University. Identifiable data may also be shared with services and software approved by Durham University (e.g. transcription services and online survey software). **With the permission of participants, video recordings of specific mentor or tutor sessions will be shared with the evaluation team to enable observation of mentor and tutor sessions.**

Who the Durham University Levelling Up: Aspire Higher Maths Spoke programme team will share personal data with:

Personal and special category data collected by the Durham Maths Spoke will be shared with the evaluation research team in the School of Education at Durham University. Identifiable data may also be shared with services and software approved by Durham University (e.g. transcription services and online survey software). **With the permission of participants, video recordings of specific mentor or tutor sessions will be shared with the evaluation team to enable observation of mentor and tutor sessions.**

Who the Durham University Levelling Up: Aspire Higher Physics Spoke programme team will share personal data with:

Personal and special category data collected by the Durham Physics Spoke will be shared with the evaluation research team in the School of Education at Durham University and the Institute of Physics Levelling Up Hub programme team. Identifiable data may also be shared with services and software approved by Durham University (e.g. transcription services and online survey software). **With the permission of participants, video recordings of specific mentor or tutor sessions will be shared with the evaluation team to enable observation of mentor and tutor sessions.**

Who the Institute of Physics Levelling Up: Aspire Higher Physics Hub programme team will share personal data with:

Personal and special category data independently collected by the Institute of Physics Hub will be shared with the evaluation research team in the School of Education at Durham University and the Durham University Physics Levelling Up: Aspire Higher Spoke programme team. Identifiable data may also be shared with services and software approved by the Institute of Physics (e.g. transcription services and online survey software).

Who the Durham University Levelling Up: Aspire Higher School of Education evaluation team will share personal data with:

A reduced set of personal and special category data collected by the Durham Evaluation team will be shared with the Durham University Levelling Up: Aspire Higher Chemistry, Maths and Physics programme teams and the Institute of Physics. In the process of collecting data from participants, it will be made clear where specific information will not be shared with other partners in the programme (e.g. where individual responses to survey questions will be restricted to only the evaluation team).

No personal data collected as part of the evaluation research through focus groups and observation of training, tutoring and mentoring sessions will be shared outside of the evaluation team.

Identifiable data may also be shared with services and software approved by Durham University (e.g. transcription services and online survey software).

Higher Education Access Tracker (HEAT) service

Durham University subscribes to the Higher Education Access Tracker (HEAT) service, which is a self-sustaining organisation, financed purely by subscribing members. In order to meet the aims of evidencing the reach and effectiveness of its programmes to funders/donors and external organisations, Access & Engagement and the Levelling Up programme collect participant data and input this into the secure online HEAT database.

The personal data input into the HEAT database includes participants' names, home postcode, date of birth, gender, ethnicity, and contextual information relevant to the University's fair access aims including eligibility for free school meals, caring responsibilities, parent/carer service in the regular armed forces, time spent in care and/or family estrangement, refugee or asylum seeker status, family experience of higher education, and details of impairments, health conditions, disabilities or learning differences.

We recommend that participants of our programme read the HEAT data protection and privacy policy and protocol for storing and processing member queries. These documents are accessible at dur.ac.uk/supported.progression/contact.

Online Platforms

When taking in part in online activities via platforms, including but not limited to Microsoft Teams, we may need to add details such as your name and email address to those platforms, and therefore sharing that data with the provider(s) of that platform, in order to give you access. Users of any such platform are responsible for ensuring they have read, understood, and agree to the privacy policies and any other terms or conditions of use associated with those platforms. In any such instance, it is likely that users of those platforms will need to register for an account with the platform directly. Users will be responsible for their own data and security insofar as that account is concerned. However, please note that some of your personal details, such as your name and email address, may be visible to other users with access to the same "team", "channel", or "area" of the platform, including fellow student participants, tutors, and mentors.

Other universities running the Levelling Up programme

The Levelling Up programme is running at multiple universities across the UK. If your home postcode is for a location which is close to one of the other universities running your preferred subject programme, we will contact you to ask you if you would like to transfer your application across to that university. If you confirm that you would like to transfer your application, we will then securely send the information you provided in your application form (including teacher verification) across to the other university for consideration for their programme.

No identifiable data will be transferred outside the UK/EU.

Please be aware that if you disclose information which indicates the potential for serious and immediate harm to yourself or others, the research team may be obliged to breach confidentiality and report this to relevant authorities. This includes disclosure of child protection offences such as the physical or sexual abuse of minors, the physical abuse of vulnerable adults, money laundering, or other crimes covered by prevention of terrorism legislation. Where you disclose behaviour (by yourself or others) that is potentially illegal but does not present serious and immediate danger to others, the Levelling Up programme or researcher will, where appropriate, signpost you to relevant services, but the information you provide will be kept confidential (unless you explicitly request otherwise).

How long personal data is held by the researcher:

Levelling Up: Aspire Higher programme

The Levelling Up: Aspire Higher programme teams will hold identifiable data for up to three years after the end of your time on the programme, after which time identifiable data about you will be deleted.

Evaluation research

We will hold identifiable data for up to ten years after the end of your time on the programme, after which time it will be anonymised and may be stored for continued research in anonymised form.

Access & Engagement

Personal data is held by Access & Engagement for up to five years following the completion of the event or activity, in line with the University's Records Retention Schedule. After this time, personal data is reviewed and will be destroyed or anonymised as appropriate.

How to object to the processing of your personal data for this project:

If you have any concerns regarding the processing of your personal data, or you wish to withdraw your data from the Levelling Up programme you or the evaluation please contact levelling.up@durham.ac.uk.

Further information:

For further information please contact the Levelling Up: Aspire Higher programme team and evaluation team on levelling.up@durham.ac.uk

Levelling Up: Aspire Higher programme team leads

Durham Chemistry Hub and Spoke Lead: Prof. Jacquie Robson
Durham Maths Spoke Lead: Prof. Norbert Peyerimhoff
Durham Physics Spoke Lead: Dr Peter Swift
Institute of Physics Hub Lead: Dr Jenny Search

Evaluation research lead

Evaluation Lead: Dr Helen Cramman

Access& Engagement

The Access & Engagement team can be contacted by email at access.partnerships@durham.ac.uk or by phone at 0191 334 9126.