

PART 1 – GENERIC PRIVACY NOTICE

Durham University's responsibilities under data protection legislation include the duty to ensure that we provide individuals with information about how we process personal data. We do this in a number of ways, one of which is the publication of privacy notices. Our privacy notices comprise two parts – a generic part 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, see the University's [Information Governance webpages](#) or contact the Information Governance Unit (tel: 01913346246 or 46103; email: info.access@durham.ac.uk).

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 (tel: 0191 3346144; email: jennifer.sewel@durham.ac.uk).

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.

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.

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 (tel: 0303 123 1113; web: [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 the University for the particular purpose(s) stated below.

Type(s) of personal data collected and method of collection:

We will ask you to provide some basic personal details (including your name, gender, age, and ethnicity), and an email address that we can use to contact you.

How personal data is stored:

All personal data we hold in electronic form is stored on an encrypted server and then downloaded onto a password-protected computer. Personal data will not be available to anyone outside the Hearing the Voice team and the organisers of the "Patient Voices" workshop. Any sensitive data that you provide (such as information about your religion, or your health) will be stored separately from information that could identify you.

How personal data is processed:

We will use the data you provide as part of the process of selecting participants for the Patient Voices workshop. We will only use your email address to contact you about the outcome of this process, i.e. to invite you to the workshop, or explain why you have not been selected.

Who personal data is shared with:

For participants who are selected to take part in the workshop, we will pass your name and email address to the organisers of 'Patient Voices". This is necessary for your participation. No other personal information that you provide will be shared with any other person or organisation.

How long personal data is held:

We will keep your email address and the record of your responses for **3** months after the workshop. The data will then be securely destroyed. You can request withdrawal of your data up until this point.

How to object to the processing your personal data:

If you have any concerns regarding the processing of your personal data, or you wish to withdraw your personal data from the project, you can contact the Hearing the Voice research team (tel: 0191334 8163; email: htv.coordinator@durham.ac.uk).

Further information:

For further information, contact Dr Ben Alderson-Day, Hearing the Voice, Caedmon Building, School of Education, Durham University (email: benjamin.alderson-day@durham.ac.uk).