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Version number: 1.4	Approved by: Safeguarding Steering Group
Effective from: October 2020	Date for review: October 2021

## Summary of policy

This policy describes how The Open University meets its statutory safeguarding obligations to protect the safety and wellbeing of children and vulnerable adults. Safeguarding concerns may emerge about the safety and wellbeing of children and vulnerable adults associated with students, staff or other activities during the course of Open University business. Other disclosures may also be made, such as regarding historic abuse, involving perpetrators who may still pose a risk. This policy outlines the procedure to follow if you have a safeguarding concern and how decisions are made.

**Note:** The scope and terminology of this document takes into equal account the legislation and guidance of England, Wales, Scotland, Northern Ireland and other territories including the Channel Islands, and refers to 'children' as those under 18 years of age and 'vulnerable' adults or groups as those also recognised as 'protected' or 'at risk of harm'.

If you are concerned about the welfare or safety of a child or vulnerable adult, you can contact our Safeguarding Referrals Team by email [safeguarding-referrals@open.ac.uk](mailto:safeguarding-referrals@open.ac.uk).

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### Summary of significant changes since last version

- a) Updated legislation references
- b) Updated scope of the policy regarding placement settings.
- c) Updated guidance on how to report a concern about the safety or welfare of a child or vulnerable adult.
- d) Updated links to Related Documentation.
- e) Section 2: Removal of postal address and amendment to referral procedure.
- f) Section 2: Inclusion of information to contact other agencies outside of business hours.
- g) Inclusion of section 5.5 in Appendix B regarding sharing information with or without consent.

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### Policies superseded by this document

This document updates the previous version of the Policy for ensuring the safety of children and vulnerable adults at The Open University, dated July 2019.

Version number: 1.4	Approved by: Safeguarding Steering Group
Effective from: September 2020	Date for review: September 2020

# Scope

## What this document covers

This policy and its related procedures apply to:

- All current and prospective students under 18 years old, including Apprenticeship Programmes, and students studying on either the employment-based or part-time PGCE programme in Wales.
- Students participating in placement settings should also follow local safeguarding policies and procedures of those settings.
- Vulnerable adults (or protected adults<sup>1</sup>) registered as students or prospective students (see the Glossary for descriptions).
- Open University staff in the course of their duties (including postgraduate research students, and staff connected with [International Development Office](#) business).
- External organisations/individuals engaged with official Open University activities.
- All children/vulnerable adults with a connection to The Open University business directly or indirectly.

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## What this document does not cover

- Students or staff experiencing mental health difficulties who may pose a risk to themselves or others but are not vulnerable adults or under 18 years old and do not pose a safeguarding risk. Those in this position can access support via
  - Students: [Your Student Support Team](#) or [StudentHome](#) or the [HelpCentre](#)
  - (Wales PGCE students contact: [wales-pgce@open.ac.uk](mailto:wales-pgce@open.ac.uk))
  - Staff: Your manager; and/or People Services, who may refer you to the Employee Assistance Programme.
- Students who may be in prison or in a secure environment and are under the remit of the Students in Secure Environments team. For more information, see our [Supporting Students in Secure Environments](#) website.

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<sup>1</sup> 'Protected adult' is a term used in Scotland (see Glossary). The term 'vulnerable adult/s' in the rest of this document also refers to protected adult/s.

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## Related Documentation

Other documentation relevant to safeguarding at The Open University include:

- [Admission of applicants under the age of 18](#)
- [Code of Practice for Student Discipline](#)
- [Distressed and suicidal students guidelines](#) (available only to staff)
- [Fitness to Practise Procedure](#)
- [Fitness to Study Policy](#)
- [Information Security Policy Set](#) (available only to staff)
- [Student Computing Policy](#) - includes usage of software and social media (Appendix 3)
- [Social Media Policy](#)
- [Open University Prevent Principles](#)
- [Policy for ensuring the safeguarding of children overseas for the International Development Office](#)
- [Whistleblowing Policy](#)
- [Student Privacy Notices](#)

The Open University recognises and implements its duty of care in ensuring a safe study environment in accordance with current safeguarding legislation and guidance in England, Northern Ireland, Scotland and Wales.

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### **This policy is informed by legislation and guidance including:**

- [Counter-Terrorism and Security Act 2019](#)
- [Keeping Children Safe in Education \(September 2020\)](#)
- [Modern Slavery Act 2015](#)
- [Special educational needs and disability \(SEND\) code of practice: 0-25 years – Statutory guidance 2014](#)
- [Safeguarding Vulnerable Groups Act 2006](#)
- [United Nations Convention on the Rights of the Child](#)

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## England:

- [Working together to safeguard children](#) A guide to inter-agency working to safeguard and promote the welfare of children, updated February 2019
- [The Care Act 2014](#)

## Channel Islands:

- [Children \(Guernsey and Alderney\) Law 2008](#)

## Northern Ireland:

- [Co-operating to Safeguarding Children and Young People in Northern Ireland](#)

## Scotland:

- [National Guidance for Child Protection in Scotland 2014](#)
- [Protection of Vulnerable Groups \(Scotland\) Act 2007](#)

## Wales:

- [Children Act 2004 and Social Services and Wellbeing Act 2014](#)
  - [Keeping Learners Safe](#)
  - [All Wales Safeguarding Procedures](#)
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## The Open University Student Charter Values

This policy aligns with the [Open University Student Charter Values](#), specifically:

- 1 We treat each other with courtesy and respect, respecting the rights of individuals to hold different beliefs and views and to express them appropriately.
- 2 We value diversity and challenge inequalities and we are stronger for doing so.
- 4 We communicate with each other in ways which are clear, relevant, accurate and timely.
- 8 We challenge bullying and harassment and are committed to supporting the mental health and wellbeing of all members of our University community.
- 11 We work to maintain and enhance the standards and reputation of our University recognising the contributions that all members make to its success

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# Introduction

The Open University respects that all individuals regardless of race, gender, disability, religion, sexual orientation, family status, age or social background have a right to equal protection from all types of harm or abuse. Safeguarding is our responsibility to ensure that our staff, students and other individuals connected to our activities, operations and programmes do no harm to children and vulnerable adults. It is also our responsibility to manage any concerns raised and report them on to the appropriate authorities.

Protecting people's health, wellbeing and human rights, and enabling them to live free from harm, exploitation, victimisation, abuse, neglect, sexual misconduct and violence is fundamental to creating a safe learning environment. In turn, these experiences impact on the working and learning experiences of those directly, or indirectly, affected by such behaviours.

Abusive behaviours can take many forms, including, but not limited to:

- Physical abuse
- Emotional or psychological abuse
- Sexual abuse (ongoing, recent or which happened in the past)
- Neglect
- Domestic abuse/gender-based violence (and its impact on victims and their children who witness it)
- Child criminal exploitation
- Financial abuse
- Discriminatory abuse
- Modern slavery

The Director, Academic Services, is the Designated Safeguarding Officer for The Open University. They have overall responsibility for the safety of vulnerable groups in accordance with relevant legislation in each of the countries and territories of the UK and is accountable for The Open University's practice.

The Safeguarding Steering Group has oversight of all safeguarding matters and issues relating to protection within the Open University and assists the Director, Academic Services, in fulfilling the institution's responsibilities as outlined in this Policy.

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# Policy

## 1. Policy principles

- 1.1 Safeguarding is everyone's responsibility; we are committed to creating and sustaining a culture of vigilance among our staff and students to recognise, respond, record and report safeguarding concerns and provide a proportionate response.
- 1.2 It is not our responsibility to make judgements about safeguarding concerns reported, but to ensure they are processed and referred on, as appropriate.
- 1.3 Information and data received as part of safeguarding concerns are handled in confidence and on a need-to-know basis, and in accordance with the Safeguarding Privacy Notice described in Appendix B.
- 1.4 Wherever possible or appropriate, we seek the consent of the subject of a safeguarding concern in order to share their information such as names, contact details and the nature of a concern, with an external agency, for example, a social services department.
- 1.5 This safeguarding policy is updated in line with changes to relevant legislation and best practice across the sector, in addition to the annual policy review cycle.
- 1.6 The Safeguarding Steering Group oversees safeguarding policy; a designated safeguarding officer and a trained Safeguarding Referrals Team process reports of concerns raised and make referrals to external agencies, where appropriate. Safeguarding training is mandatory for all staff and relevant parties involved in The Open University's business.
- 1.7 The Open University has safeguarding protocols in place which are coordinated and implemented consistently through its Safeguarding Referrals Team across the institution.
- 1.8 The Safeguarding Referrals Team records all queries received via [safeguarding-referrals@open.ac.uk](mailto:safeguarding-referrals@open.ac.uk) and verifies details where appropriate, in order to refer concerns to external agencies, such as social services.
- 1.9 The Safeguarding Referrals Team makes available information, advice, guidance and training on what to do in the event of a safeguarding concern arising, and this is quality-assured on a regular basis. All University staff are made aware of the institution's commitment to the safety of vulnerable/protected groups and are directed to guidance about what to do if a concern arises via this policy.

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- 1.10 Senior management across the four UK nations are given training (and periodic refresher training) to ensure they have the knowledge and skills to provide advice and guidance about safeguarding issues and to assist with referring to and working with external agencies. Support and advice are offered to staff if/when such matters arise.
- 1.11 All relevant partner organisations and individuals associated with Open University business are made aware of The Open University's statutory safeguarding duty and the safeguarding referral process (see [Section 2](#), below, What to do if you are concerned about the welfare or safety of a child or vulnerable adult).
- 1.12 The Open University works in partnership with the Open University Students Association to promote the safety of children and vulnerable adults.
- 1.13 The Safeguarding Steering Group anticipates and responds to external and internal developments and ensures that the Open University can be accountable for safeguarding and protecting vulnerable groups.
- 1.14 Safeguarding best practice in the higher education sector as a whole is reviewed regularly via the Safeguarding Steering Group to ensure a consistency of approach, procedures and actions to lead to a safe culture within Open University settings.
- 1.15 The Open University has a statutory duty regarding the need to prevent people being drawn into terrorism. If there is reason to believe that a student may be at risk of being drawn into terrorism, any action taken under this policy will be taken in consultation with [The Open University Prevent Co-ordinator](#).
- 1.16 Students or staff of The Open University who have concerns about irregularities in Open University business can bring this to the attention of management according to [Whistleblowing Procedures and Guidance](#).
- 1.17 The Open University makes all reasonable efforts, through its recruitment procedures, to ensure that all members of staff whose role involves specific activity with children and/or vulnerable adults have no known history of harmful behaviour and are suitable for the position in line with policy and legislation requirements. This includes both full-time and part-time staff, paid and/or unpaid, and Associate Lecturers and postgraduate researchers.
- 1.18 The Safeguarding Referrals Team administers Disclosure and Barring Service (DBS) checks, or equivalent, on all members of staff involved in handling safeguarding referrals, as appropriate.

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# Procedure

## 2. What to do if you are concerned about the safety or welfare of a child or vulnerable adult

Someone may disclose something which prompts a concern, such as in a conversation, in a written assignment or a posting on a forum. You may receive information about someone in a position of authority which raises a concern, and this may relate to incidents which occurred recently, or in the past.

- Listen to what they are saying to you calmly so as not to make them more anxious.
- Respect the person's right to privacy but do not promise confidentiality - say that you may have to pass on information if a child or vulnerable person is at significant risk of harm.
- Reassure the person that they have done the right thing in telling you this information.
- Make notes as soon as you can, using the exact words that you can remember.

If you are concerned that a child/young person/vulnerable adult is in possible **IMMEDIATE** danger, please take action to ensure their safety by contacting the Emergency Services by telephoning 999.

- Then email details about the incident to [Safeguarding-Referrals@open.ac.uk](mailto:Safeguarding-Referrals@open.ac.uk)
- If you cannot send an email, call Tel 01908 653000, and ask to speak with the Safeguarding Referrals Team. Where appropriate, your concern will be escalated to the Head of the Safeguarding Referrals Team, Deborah Peat, Head of Strategy and Quality Development.

If you are concerned about the risk to a child/vulnerable adult and do not think they are in immediate danger, fill in the [webform](#) if you can access it, and then send an email detailing your concern and your contact details to [Safeguarding-Referrals@open.ac.uk](mailto:Safeguarding-Referrals@open.ac.uk)

If you cannot fill in the webform, please send an email with as much detail as possible and your contact details to [Safeguarding-Referrals@open.ac.uk](mailto:Safeguarding-Referrals@open.ac.uk).

### Open University staff:

- You should report details of your concern to a line manager, if possible, at the earliest opportunity and then provide the information to the Safeguarding Referrals Team via the [internal webform](#).

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### **Open University students or other associates:**

- You may also wish to discuss your concerns with the Open University Students Association ([oustudents-support@open.ac.uk](mailto:oustudents-support@open.ac.uk)).

### **Outside standard business hours or during holidays:**

If you are concerned about the risk to a child/young person/vulnerable adult outside business hours and expert advice is needed, you can contact local Children's Social Care or Adult Social Services. Or, you can contact:

- [NSPCC Helpline](tel:08088005000) 0808 800 5000 Mon- Fri 8am – 10pm or 9am – 6pm at the weekends.
- [Domestic Abuse Helpline](tel:08082000247) Tel 0808 2000 247, 24 hours a day.

If you do this, please also email [Safeguarding-Referrals@open.ac.uk](mailto:Safeguarding-Referrals@open.ac.uk) with the information that you have reported.

The Safeguarding Referrals Team will respond within one working day during office hours. They may require further information from the person who has made the initial referral at some point following the referral.

- The Safeguarding Referrals Team will seek advice regarding further action required. Following advice they will refer, if necessary, to the relevant local authority children's social care, adult safeguarding service or the police.
- A member of the central Safeguarding Referrals Team will respond to your email, advising what will happen next regarding the information you have provided.
- A member of the Safeguarding Referrals Team **may** report back to you once the case is closed on the action taken, as appropriate.

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## **3. Allegations against Open University staff**

3.1 Any allegations of abuse involving a member of Open University staff will be taken seriously by the University. A student can report an allegation about a member of staff to the OU Students Association ([oustudents-support@open.ac.uk](mailto:oustudents-support@open.ac.uk)) or the Safeguarding Referrals Team ([Safeguarding-Referrals@open.ac.uk](mailto:Safeguarding-Referrals@open.ac.uk)) which will then be referred to People Services and external agencies, as appropriate.

3.2 Any member of Open University staff who has a concern about abuse by another member of staff should report their concern to an appropriate senior manager, who will follow the University's safeguarding and disciplinary procedures and refer the matter to People Services (as in 3.1, above).

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## 4. Students under the age of 18

- 4.1 The Open University is mindful that some modules may contain material or require work experience in a particular field which is unsuitable for students who are under the age of 18 and that some modules leading to professional qualifications may stipulate minimum requirements relating to age. The Open University has procedures in place to help children who are considering applying to study according to the [Admission of Applicants under the age of 18](#). In some circumstances, The Open University will consider whether there is an alternative learning experience available for the applicant under 18.
- 4.2 No images in any format will be circulated or stored by staff involving students under the age of 18 without first gaining explicit written informed consent of those involved and their parents/guardians/carers. Online conduct and principles are set out in the Open University's [Student Computing Policy](#).

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## 5. Data protection

- 5.1 Under The Open University's Statutory Safeguarding duty, Open University staff must report any safeguarding concerns to the Safeguarding Referrals Team. Whilst measures will be taken to protect individuals' privacy on a need-to-know basis, confidentiality levels will be managed as outlined in Appendix B, because of the requirement to report safeguarding concerns to the Safeguarding Referrals Team and for the team to then investigate any reported concerns.
- 5.2 The Safeguarding Referrals Team keep electronic records of referrals/concerns securely and confidentially on a restricted server and in hardcopy with restricted access, in accordance with data protection guidelines. Data held is retained for a specified period and is shared on a need-to-know basis according to the Safeguarding Privacy Notice – see [Appendix B](#).

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## 6. Implementation and enforcement of procedure

6.1 Safeguarding is a statutory duty of The Open University's business, and, as such, there is no flexibility or exemption to this policy. The Safeguarding Steering Group oversees safeguarding policy and the Safeguarding Referrals Team implements it. A failure to comply with the safeguarding policy and procedures will be investigated and may result in dismissal or exclusion from The Open University.

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## 7. Non-compliance

7.1 Breaches of codes of conduct may lead to disciplinary action according to the following policies or codes:

- Students: [Code of Practice for Student Discipline](#)
- Staff: Disciplinary procedures for staff (via the internal [People Services website](#)).

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## **Glossary of terms/Definitions**

### **Abuse**

A form of maltreatment. Somebody may abuse or neglect a child/vulnerable adult by inflicting harm or by failing to act to prevent harm. A child/young person/vulnerable adult may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others. Abuse can take place entirely online, or technology may be used to facilitate abuse in person. A child/young person/vulnerable adult may be abused by another child or young person.

### **Child**

A child is a person who is under the age of 18. The fact that a child has reached 16 years of age, is living independently or is in Further/Higher education does not change their status for the purpose of this Policy.

### **Child criminal exploitation**

Behaviour by an individual or group which takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child or young person under the age of 18, even if the activity may appear consensual. Child criminal exploitation may occur entirely online and not necessarily involve physical contact.

### **Definitions of abuse**

These are not exhaustive and it is worth noting that all the forms of abuse listed below are rarely found in isolation.

### **Discriminatory abuse**

A misuse of power that denies opportunity to a group or individual, usually motivated by the victim's age, gender, sexuality, disability, religion, class culture, language, race or ethnic origin.

### **Domestic abuse / Gender-based violence**

An incident or pattern of incidents of controlling, coercive, threatening, degrading and violent behaviour, including sexual violence, in the majority of cases by a partner or ex-partner, but also by a family member or carer.

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## **Emotional abuse**

The persistent emotional maltreatment of a child/young person/vulnerable adult such as to cause severe and adverse effects on the victim's emotional health.

## **Financial abuse**

The use or misuse of money by a perpetrator which limits or controls their victim's current or future actions and their freedom of choice.

## **Modern Slavery**

Trafficking or modern slavery is defined by the [United Nations Palermo Protocol \(UN 2003\)](#) in three phases:

- recruitment or acquisition of a man, woman or child
- means, i.e. through the use of force, deception, or coercion
- purpose, i.e. for the purpose of exploitation or forced labour.

## **Neglect**

The persistent failure to meet a child/young person/vulnerable adult's basic physical and/or psychological needs, likely to result in the serious impairment of the victim's health or development.

## **Physical abuse**

A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child/young person/vulnerable adult.

## **Safeguarding Referrals Team**

The Safeguarding Referrals Team comprises staff who have been trained to handle queries from all parts of The Open University and other external sources regarding safeguarding concerns (relating to students or staff) and refers them to external agencies as appropriate ([Safeguarding-Referrals@open.ac.uk](mailto:Safeguarding-Referrals@open.ac.uk)).

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## Sexual abuse

Involves forcing or enticing a child/young person/vulnerable adult to take part in sexual activities, not necessarily involving a high level of violence, whether or not the victim is aware of what is happening. These activities may include physical contact, or non-physical contact, such as viewing pornography. Sexual abuse can take place online (e.g. without the individuals involved ever meeting in person), and technology can be used to facilitate abuse in person. Sexual abuse is not solely perpetrated by adult males – women, as well as children or young people can also carry out sexual abuse. Contextual abuse, such as sexual abuse by children/young people to other children/young people, is a safeguarding issue in educational settings.

## Vulnerable Adult / Protected Adult

A vulnerable adult is a person aged 18 or over (or aged 16 or over in Scotland) who is, or may be, in need of services by reason of mental or other disability, age or illness, and who is, or may be, unable to take care of themselves, or unable to protect themselves against significant harm, abuse or exploitation, including being drawn into terrorism.

In Scotland, a protected adult is someone aged 16 or over who is considered 'at risk' because they are unable to look after their own wellbeing, property, rights or other interests; are at risk of harm (more than other adults); and because they have a disability, mental disorder, illness or physical or mental infirmity.

## Further clarification

If you have any queries around the content provided within this document with regard to safeguarding children/young people/vulnerable adults, please contact:

[Safeguarding-Referrals@open.ac.uk](mailto:Safeguarding-Referrals@open.ac.uk).

## Alternative format

If you require this document in an alternative format, please contact the Student Support Team via [Contact us](#) (phone +44 (0)300 303 5303), or via [StudentHome](#) if you are a current Open University student.

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Effective from: October 2020	Date for review: October 2021

## Appendix A: Reporting a safeguarding concern

If you have a concern about a child or young person under the age of 18 or a vulnerable adult:

1. Fill in the [webform](#) if you can access it, and then send an email detailing your concern and your contact details to [Safeguarding-Referrals@open.ac.uk](mailto:Safeguarding-Referrals@open.ac.uk)
2. If you cannot fill in the webform, please send an email with as much detail as possible and your contact details to [Safeguarding-Referrals@open.ac.uk](mailto:Safeguarding-Referrals@open.ac.uk).
3. If you cannot send an email, call Tel 01908 653000 during business hours, and ask to speak with the Safeguarding Referrals Team. Where appropriate, your concern will be escalated to the Head of the Safeguarding Referrals Team, Deborah Peat, Head of Strategy and Quality Development.

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# Appendix B: Privacy Notice – Safeguarding

## 1. Scope

- 1.1 This document sets out what we do with your personal data when safeguarding concerns are reported to us.
  - 1.2 This document applies to you if you report a safeguarding concern, if a safeguarding concern is reported about you, or a safeguarding concern is reported where you are at risk.
- 

## 2. Who we are

- 2.1 The Open University is the data controller in relation to the processing activities described below. This means that the Open University decides why and how your personal information is processed.
  - 2.2 Where this policy refers to “we”, “our” or “us” below, unless it mentions otherwise, it’s referring to The Open University
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## 3. What information do we collect about you, and how do we collect it?

- 3.1 If information is brought to the attention of a member of Open University staff about a potential safeguarding risk, that member of staff is obliged to notify the Safeguarding Referrals Team. This could include the name of the person identifying the issue, the names of the individuals potentially at risk, and the name of the person they are at risk from, as well as details of personal circumstances which relate to the safeguarding concern.
- 3.2 This information may include “special category” data, for example, about health or disability, sexual life or sexual orientation.

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#### **4. How do we use your personal information?**

- 4.1 We use this information to assess whether there is a safeguarding risk, and if there is any action that we need to take to keep individuals safe. This is a statutory and legal obligation informed by legislation including [Keeping Children Safe in Education 2020](#) and [The Care Act 2014](#) and equivalent legislation for Scotland, Wales and Northern Ireland.
- 4.2 The condition for processing special category data for this purpose would be that it is in the substantial public interest, for the purposes of protecting an individual from harm (see [DPA 2018 sch 1 \(part 2\) 18.1](#))
- 4.3 We also keep statistical information about the number of safeguarding concerns that have been raised, and how they were resolved. This is in our legitimate interest to plan our services.

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#### **5. Who do we share your information with?**

- 5.1 We will share information with police forces, and government agencies, where we deem it necessary to protect an individual. This is a legal and moral obligation.
- 5.2 We use third party suppliers and service providers for the provision of, for example, specialist safeguarding advice.
- 5.3 When we use third party service providers, we only disclose to them any personal information that is necessary for them to provide their service. We have a contract in place that requires them to keep your information secure and not to use it other than in accordance with our specific instructions.
- 5.4 Disclosure to a third party request for safeguarding-related information may be necessary, where The Open University knows of any reason why, for example, a student or alumni may not be suitable to work with children under the age of 18 or vulnerable adults.
- 5.5 Information relating to safeguarding concerns will be shared with consent where possible, but may be shared without consent where necessary, in accordance with [HM Government guidance](#).

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**6. Do we transfer information outside the European Economic Area (EEA)?**

- 6.1 Generally, information you provide to us is stored on our secure servers, or on our cloud-based systems which are located within the EEA.
- 6.2 There are times when we may need to store information outside the EEA. If we transfer your information outside of the EEA, we will ensure that appropriate security measures are taken so that your privacy rights continue to be protected as outlined in this policy. This would either be imposing contractual obligations on the recipient of your personal information, or ensuring that the recipients are subscribed to ‘international frameworks’ that aim to ensure adequate protection. For example, we would ensure that a US based supplier has signed up to “Privacy Shield”.

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**7. How long do we keep your personal information for?**

- 7.1 The Safeguarding Referrals Team keep safeguarding concerns for three years from the date of case closed, if we decide they are not necessary to act on, and for 25 years if we do act on them.

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**8. Your rights**

- 8.1 You have a number of rights in relation to your personal information, which apply in certain circumstances under the General Data Protection Regulations. To exercise any of these rights, please contact us using the details in Section 9, below.
- 8.2 You have the right:
  - To access your personal information that we process
  - To rectify inaccuracies in the personal information that we hold about you

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In some circumstances, you also have the right:

- To have your details removed from systems that we use to process your personal data
- To restrict the processing of your personal data in certain ways
- To obtain a copy of your personal data in a structured electronic data file
- To object to certain processing of your personal data by us
- To request that we stop sending you direct marketing communications.

If you are concerned about the way we have processed your personal information, you can complain to the [Information Commissioner's Office \(ICO\)](#).

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## 9. Contact us

9.1 If you have any queries about safeguarding at The Open University, please contact the Safeguarding Referrals Team at [Safeguarding-Referrals@open.ac.uk](mailto:Safeguarding-Referrals@open.ac.uk).

9.2 The Open University has a nominated Data Protection Officer. If you have any queries about this privacy notice or about the way we process your personal information, please use the contact details below.

Email: [data-protection@open.ac.uk](mailto:data-protection@open.ac.uk)

Telephone: +44 (0)1908 653994

By post:

The Data Protection Officer  
PO Box 497  
The Open University  
Walton Hall  
Milton Keynes  
MK7 6AT

Version number: 1.4	Approved by: Safeguarding Steering Group
Effective from: October 2020	Date for review: October 2021