



Student Privacy Notice – Summary

This is a summary of the full privacy notice, which is available at www.open.ac.uk/privacy.

What personal data do we collect about you and how do we collect it?

As soon as you contact us, we create a record in your name. During your time studying with The Open University we add information to your record about your study and your contact with us.

We automatically collect information about your participation in learning and assessment activities and your use of module websites. We also monitor and record telephone calls to help us improve our services.

How do we use your personal data?

We collect and process a broad range of your personal data in order to deliver our services and support you, to manage our operations effectively, and to meet our legal requirements.

We are committed to the data protection principles of good practice for handling information. All personal information is held securely and we will only transfer data within The Open University on a 'need-to-know' basis so that we can continue to provide support and other services to you.

We provide targeted and specific support to student groups with shared characteristics and/or behaviours ("profiling.") For more information see the [Policy on Ethical use of Student Data for Learning Analytics](#).

We use your data to improve the wider student experience, as well as the quality of teaching and learning. The Open University or an external agency acting on our behalf may contact you to carry out related research. We may also contact you with marketing communications about modules, qualifications or our other services unless you have previously opted out of this. You can change your contact preferences when you sign into [The Open University website](#).

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Effective from: July 2020	Date for Review: July 2021

The Open University is incorporated by Royal Charter (RC 000391), an exempt charity in England & Wales and a charity registered in Scotland (SC 038302). The Open University is authorised and regulated by the Financial Conduct Authority in relation to its secondary activity of credit broking.

We use your equal opportunities data for monitoring purposes, to identify if you need support (in conjunction with other [learning analytics](#) data), to inform academic research, to provide you with relevant opportunities, and to ensure that views of students with specific protected characteristics are represented. Information about any disabilities and special requirements you have will also be used to inform the provision of reasonable adjustments and other provisions for your study.

Who do we share your personal data with?

We sometimes use external service providers to carry out activities under our instruction. If so, they may process your personal information under strict contractual confidentiality obligations.

We will share some information with The OU Students Association as you automatically become a member when you register to study with us.

We are required to send some of the information we hold about registered students to HESA (the Higher Education Statistics Agency) and other English, Irish, Welsh and Scottish regulatory and government bodies under HE and other legislation. If you want to know more about how HESA uses the data, please see their privacy policy.

How long do we keep your personal data?

We only keep data for as long as is necessary. We keep academic transcript data in the long term, so we can provide references and verify your study with us. See the [Student Data Retention Policy](#).

How can I access the information you hold about me and what other rights do I have?

You can contact [The Open University](#) to request a copy of the personal data that we hold about you and you can ask for your data to be rectified if it is incorrect. In certain circumstances, you can object to our use of your data, you can ask for it to be restricted or erased and for a copy in a structured electronic format.

Contact us:

Email: data-protection@open.ac.uk

Telephone: +44(0)1908 653994

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