

Privacy notice for the Office for Students (OfS) blended learning review evaluation: online focus group research

This privacy notice tells you what to expect when your personal information is collected as part of the online focus groups for the OfS blended learning review evaluation.

Short form privacy notice

Here is a short summary of how the personal information you submit will be held and used:

- The personal data being collected is:
 - your name, email address and phone number
 - name and location of your associated institution
 - details of your role within your associated institution
 - data resulting from the online focus groups themselves
 - financial data to process payments made to you.
- Your personal information will be used to:
 - contact you regarding this research (e.g. to invite you to participate in the online focus groups)
 - assess your suitability for the project
 - ensure research findings are relevant and usable
 - financial data to process payments made to you.
- The Data Controller of the personal information you submit will be The Office for Students (OfS).
- The Data Processor of the personal information you submit will be Shift Insight Ltd.
- The legal basis for processing your personal information is consent in accordance with Article 6(1)(a) of the UK GDPR 2018.
- It will be stored on secure servers within the United Kingdom.
- It will not be routinely shared with any other organisations.

- It will be retained until 31 December 2023, or when the project concludes, whichever is earliest. After that point, your personal information will be confidentially and securely disposed of.
- You have certain rights in relation to your personal information, which are set out at: <https://ico.org.uk/your-data-matters/>
- You may contact our Data Protection Officer (dp@officeforstudents.org.uk) with any queries or concerns you have about the use of your personal information.

You may also wish to read the full privacy notice, available below.

Full privacy notice for the OfS blended learning review evaluation: online focus group research

1. Introduction

The Office for Students (OfS) is the regulator of the higher education sector in England and has certain statutory functions set out in the Higher Education and Research Act (HERA) 2017. You can find more information about the OfS and the work that we do on our website: www.officeforstudents.org.uk.

The OfS is committed to protecting your personal information and being clear about what information we hold about you and how we use it. This privacy notice tells you what to expect when the your personal information is collected as part of the online focus groups for the OfS blended learning review evaluation.

The OfS is registered with the Information Commissioner's Office (ICO). Our registration number is ZA309955 and you can check our entry details on the ICO's website: <https://ico.org.uk/about-the-ico/what-we-do/register-of-fee-payers/>.

2. Data controller and Data Protection Officer

The OfS is the 'data controller' of any personal information collected within scope of this privacy notice. Our location and contact details are below:

Office for Students

Nicholson House

Lime Kiln Close

Bristol

BS34 8SR

Tel: 0117 931 7317

Email: dp@officeforstudents.org.uk

Our Data Protection Officer (DPO) is the first point of contact for people whose information is processed. You can contact the DPO using the details above. You should note that this email address is monitored by other members of the OfS's data protection team. Therefore, please mark

any correspondence 'for the attention of the Data Protection Officer'.

Shift Insight Ltd is the 'data processor' of any personal information collected within scope of this privacy notice. They are working behalf of the OfS to facilitate a series of online focus groups related to the recent OfS blended learning review.

3. What personal information we will hold and use

The personal information we will collect and use as part of this research is set out below:

- your name, email address and phone number
- name and location of your associated institution
- details of your role within your associated institution
- data resulting from the online focus groups themselves
- bank or PayPal details to process payments made to you.

4. Our purpose for using the information

We can only use your personal information where we have a specific purpose or purposes for doing so.

The purpose of the online focus groups is to help assess how the blended learning project outputs (i.e. OfS report, web pages and associated content) have supported students to understand how the OfS's quality regulation applies to blended learning and how effectively this has supported students to hold their providers to account for potentially non-compliant delivery.

To achieve the above aims, the specific uses that will be made of your personal information are listed below:

- contact you regarding this research (e.g. to invite you to participate in the online focus groups)
- assess your suitability for the project
- ensure research findings are relevant and usable
- financial data to process payments made to you.

If we want to use your personal information for a reason other than those purposes set out above, we will tell you before we start that use and provide further information about the new purpose(s).

5. Legal basis for using your personal information

Under data protection legislation, we require a legal basis to be able to process your personal information for the purposes set out above.

In this case, the legal basis is under Article 6(1)(a) of the GDPR 2018:

Article 6(1)(a) Consent: the individuals will give clear, withdrawable consent for you to process their personal data for a specific purpose.

Withdrawal of consent

Consent must be a clear positive action that you have given your agreement to the use of your personal information, and consent can also be withdrawn at any point if you are no longer happy with the use of your personal information for a specific reason.

If you wish to withdraw your consent at any stage, please email emily.terry@shift-insight.co.uk.

If you participate in the focus groups but wish to leave part way through, you are free to do so and you will not be contacted again.

Should you withdraw consent at a later stage, we will retain a copy of any financial details you have provided in order to provide you with the £60 incentive payment.

Once consent is withdrawn, we will destroy all relevant personal information unless we are relying on a different legal basis to justify keeping your personal information. If that is the case, we will tell you in writing. However, withdrawing your consent does not affect the lawfulness of processing based on consent before you withdrew consent.

6. Who we share your personal information with and why

We will not disclose your information to any other organisation except where required to do so as part of our functions or by law.

7. How long we hold your personal information

We are only able to retain a copy of your personal information as long as it is still needed for the purpose(s) for which it was collected.

Your personal information will be retained until 31 December 2023, or when the project concludes, whichever is earliest. After that point, your personal information will be confidentially and securely disposed of.

Any financial information you provide to us will be deleted upon successful payment of the £60 incentive.

If we need to keep your personal information for longer than the retention period above, we will inform you and explain the reasons for this.

8. Where your personal information will be stored

Your personal information will be stored on servers in the United Kingdom and will not be transferred outside that territory unless required by a court order.

9. How we protect your personal information

The OfS has a number of security measures in place to protect your personal information, including:

- accredited to the Cyber Essentials PLUS standard for cybersecurity
- all staff are required to undertake training in data protection and information security on joining the OfS

- formal information security policies that must be read and understood by all staff
- personal information is only available to those members of staff who require access as part of their role.

You can read more information on our approach to information security on our website:
www.officeforstudents.org.uk/ofs-privacy/information-security/.

Shift Insight Ltd have been certified with the Cyber Essentials Certificate and strictly adhere to the Market Research Society Code of Conduct and ESOMAR guidelines. None of your details will be passed on to any third parties. You can read more about their approach to information security on their website: <https://shift-insight.co.uk/privacy-policy/>. Please feel free to check their validity by calling the Market Research Society UK Freephone verification service on 0800 975 9596. You have the right to lodge a complaint with the MRS and/or ICO.

10. Your rights over your personal information

Once your personal information has been collected, you have certain rights in relation to that personal information that may be exercised. You have the right to request:

- a copy of your personal information
- inaccurate personal information held about you is corrected
- your personal information to be deleted
- processing of your personal information is restricted
- a copy of your information in a format that allows easy transfer ('data portability')
- that you are not subject to automated decision making or profiling (if these take place).

All these rights have certain limitations depending on the request and the purpose for which we are holding your personal information. Further information can be found about these rights and our processes for handling such requests at: www.officeforstudents.org.uk/privacy/individual-rights-under-the-general-data-protection-regulation/.

11. Complaints about the use of your personal information

If you are unhappy with the way in which your personal information has been handled by the OfS, please contact us via our Data Protection Officer (details in section 2) and we will try to resolve your issue informally.

If you remain dissatisfied, you can complain to the data protection supervisory authority. In the UK, this is the Information Commissioner's Office (ICO) and they can be contacted at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 0303 123 1113

Email: casework@ico.org.uk

12. Changes to this notice

We keep our privacy notices under regular review and we will inform you of any changes to this notice by writing to you via email.

This privacy notice was last updated on 12 December 2022.