



1. Data Controller

Northumbria University is a registered Data Controller with the Information Commissioner's Office ('ICO'), which is the supervisory authority responsible for the oversight and enforcement of Data Protection Legislation within the United Kingdom.

Registration Number: Z7674926

2. Overview

Converge Northumbria processes the personal data of students and volunteers who engage with us.

This privacy notice is a statement that describes how and why Northumbria University ("we", "our", "us") processes ('collects', 'uses', 'retains', 'discloses', 'disposes) your personal data and also explains how you can control how we use your information in accordance with your rights under relevant data protection legislation.

This privacy notice is supplemented by Northumbria University privacy notices relevant to any additional enrolment or engagement with any University services, including the main University privacy notice. These can be found on our [website here](#) and will be presented to you when you sign up.

3. Where does the University get your personal data from?

We may obtain your personal data directly from you when you enrol or from a third-party referrer.

We will never obtain personal data concerning you from publicly accessible sources.

We will always check directly with you that the information provided by a third-party referrer is correct.

4. Categories of personal data are processed by the University

To carry out our activities and to manage our relationship with you, we may collect, store, and process the following categories of personal data:

This may include your name, contact information, date of birth, gender, ethnicity, diagnoses, relevant health information history, and any other information you choose to disclose to us.

5. Activities we process your personal data for and the lawful basis

Data is required for the following activities, which have been identified as necessary *"for the performance of our contract with you"* or in the case of potential partners, *"in order to take steps prior to entering into a contract"*.



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- Your registration with Converge Northumbria and the administration of your engagement.
- To respond to your enquiries and to deal with any ongoing concerns you have.

Data is processed for the following activities, which have been identified as necessary *“for us to comply with the law”*:

- For monitoring compliance with and enforcement of relevant policies in relation to health and safety and security (prevention and detection of crime) - including the use of CCTV, and safeguarding.

We may also process your personal data because it is necessary for our *“legitimate interests or the legitimate interests of a third party”*:

- For research and statistical analysis and to monitor and evaluate our performance and effectiveness.
- To seek advice on our rights and obligations, such as where we require our own legal advice.
- In relation the “establishment, exercise or defence of legal claims” or whenever courts are acting in their judicial capacity”.

Where you provide your consent to receive emails from us in relation to Converge Northumbria events, wider Northumbria University opportunities, or activities organised by our cultural partners.

6. Sharing your Personal Data with Third Parties

We may share your data with:

- Converge at Northumbria commissioners and funders.
- Third-party referrer organisations. We will always gain your consent beforehand.

If we have concerns for your safety or the safety of others we withhold the right to pass these concerns and any related data to other third parties - for example, a mental health crisis team or if necessary the police. We will follow our Safeguarding Policy (available on request) in relation to any concerns surrounding child safety or adults at risk.



7. How personal data is stored securely by Northumbria University

We have implemented appropriate physical, technical, and organisational security measures designed to secure your personal data against accidental loss and unauthorised access, use, alteration, or disclosure. In addition, we limit access to personal data to those employees, agents, contractors, and other third parties that have a legitimate business need for such access.

All of our employees, contractors and volunteers with access to personal data receive mandatory data protection training and have a contractual responsibility to maintain confidentiality and access to your data is restricted to those members of staff who have a requirement to access it.

8. How long personal data held by Northumbria University

We will keep your personal information for as long as we have a relationship with you. For enquiries, this will be for 3 years following the completion of the transaction.

Where you enrol on a course we will keep your data for up to **6** years after the end of the relationship and your data will be managed in accordance with the University [student privacy notice](#).

We may keep your data for longer than if required to do so for legal reasons, or for limited research or statistical purposes for which it will be anonymised. If we do, we will make sure that your privacy is protected and only use it for those purposes.

Where you have consented to receive emails from us we will continue to do so until you choose to opt out from our communication.

9. Your Rights under GDPR

Under the GDPR, you have a number of rights in relation to the processing of your personal information, each of which may apply to differing degrees dependent upon the nature of the processing and the legal basis for it. You have the right to:

- Be informed as to how we use your data (via this privacy notice)
- Request access (a copy) of the personal information that we hold about you.
- Correct inaccurate or incomplete data
- Request that we stop sending you direct marketing communications.

In certain circumstances, you may also have the right to:

- Ask to have your data 'erased by us.
- Request that we restrict the processing of your personal data.
- Request that we provide any date you submitted to use electronically be returned to your or passed to a third party as a data file.
- Object to certain processing of your personal data by us



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In some cases, there may be specific exemptions as to why we aren't able to comply with some of the above. Where this is the case, we will explain the reasons why.

For more information about any of the above please see the GDPR pages of our website.

In order to exercise any of the above rights, please contact the Data Protection Officer (*details below*).

10. Data Protection Officer

The Data Protection Officer (DPO) for Northumbria University is Duncan James. Contact the DPO if you would like to:

- Receive a copy of your data.
- Have any questions you feel have not been covered by this Privacy Notice
- Have any concerns about the processing of your data
- Wish to make a complaint about the processing of your data

You can email at dp.officer@northumbria.ac.uk or call +44 (0)191 243 7357

11. Lodging a Complaint with the Information Commissioners Office (ICO)

If you are dissatisfied with our processing of your data, or a response to a complaint you have made to us about it, you have the right to complain to the ICO.

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone: 0303 123 1113 (local rate) or 01625 545 745

For more information see [Information Commissioner's web site](#).

12. Changes to this privacy notice

We keep this privacy notice under regular review and will communicate any significant updates to you. This privacy notice was last updated in January 2025 and will be reviewed annually.