

# Requests under the Freedom of Information Act 2000 and/or the Environmental Information Regulations 2004

## Your personal information

The University of Lincoln collects personal information about you which you provide to us as part of making a request under the Freedom of Information Act 2000 and/or Environmental Information Regulations 2004.

This notice explains more about how we use your personal information.

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### What information we collect about you

We collect information about you when you submit your request for information. This may include your name, telephone number, correspondence address or email address. We will also keep a note of any changes you tell us about including, for example, change of address or telephone number.

Keep your details up to date by contacting us via the same means you submitted your request.

### How we use your information

We collect information about you only to process and respond to your request. The processing of your personal data is necessary to enable us to comply with the legislation relevant to your request.

The University occasionally uses cookies and other technologies on its website that collect data about you when you use them. Where this occurs further information will be available in a cookies policy. The cookies policy for the University website can be found here: <http://www.lincoln.ac.uk/home/termsconditions>.

### Information we may share with other organisations

We will not share your personal data outside of the University, unless we are legally obliged to do so. We will not share your personal data internally when sourcing the information you have requested – we treat Freedom of Information requests both applicant and motive blind.

We use a number of suppliers who process personal information on our behalf. These include suppliers of software services. These act strictly on our instructions and must not use the information for their own purposes.

In exceptional circumstances we may be asked to share your information with police or other investigators if it would prevent or detect crime or safeguard a person's wellbeing. Each instance will be judged on its own merit and any sharing of information will be done within the law.

### **How long we keep your information**

The University will retain your personal data for only as long as is necessary, and in line with our organisation's record retention schedules.

If you access additional University services, these may keep a record of your contact and will provide you with details of how long they keep your information.

### **Accessing your information and other rights**

You have a number of rights relating to your personal information. These include:

**Access** You have the right to request a copy of any personal information we hold about you.

If you would like a copy of any of your information please contact the Information Compliance team on the details below. The team will process your request within a month.

**Portability** If you have provided information on the basis of your consent or for a contract then you can request a digital copy so you can send it to another organisation.

To request a copy please contact the Information Compliance team on the details below. The team will process your request within a month.

**Correction** If any of the information we hold about you is incorrect or incomplete then please let us know. You have the right to have your information corrected so that we hold accurate records about you.

**Erasure** This is also known as the right to be forgotten. You can request that your personal information is erased if it is no longer necessary for the University to keep it, or you withdraw consent that you have previously provided, or you object and there is no overriding grounds to keep it or if it is unlawful to continue to keep it.

**Restriction** You can request that the use of your personal information is limited to storage only and that we use it for no other purpose. This applies where you contest the accuracy of the personal information we hold, or our use of the information is unlawful, or we no longer need the information except in relation to legal claims, or you object to the use of your data and we need to verify whether or not our purpose for keeping it overrides the grounds of your objection.

The Information Compliance team can be contacted by email on [compliance@lincoln.ac.uk](mailto:compliance@lincoln.ac.uk) or by post at: Information Compliance, Secretariat, University of Lincoln, Brayford Pool, Lincoln, LN6 7TS.

### **How to object or withdraw consent**

If you object to our use of your personal information then we must stop unless we can demonstrate compelling legitimate grounds for continuing. Please contact the Freedom of Information Officer dealing with your request, by the means in which it was submitted, and explain your objection.

If you have provided your consent for the use of your personal information then you can withdraw this consent at any time. Consent can be withdrawn by contacting the Freedom of Information Officer dealing with your request, by the means in which it was submitted.

You should be mindful that if you withdraw your consent, the University may not be able to respond to your information request.

### **How to contact us**

For general enquiries please call 01522 88 2000 or write to University of Lincoln, Brayford Pool, Lincoln, LN6 7TS.

You can find contact details for individual teams and staff by visiting <http://staff.lincoln.ac.uk>.

If you have a query about your personal information rights then please contact the Information Compliance team by email on [compliance@lincoln.ac.uk](mailto:compliance@lincoln.ac.uk) or by post at Information Compliance, Secretariat, University of Lincoln, Brayford Pool, Lincoln, LN6 7TS.

### **How to complain**

If you feel that we have let you down in relation to your information rights then please contact the Information Compliance team by email on [compliance@lincoln.ac.uk](mailto:compliance@lincoln.ac.uk) or by post at Information Compliance, Secretariat, University of Lincoln, Brayford Pool, Lincoln, LN6 7TS.

You can also make complaints directly to the Information Commissioner's Office (ICO). The ICO is the independent authority upholding information rights for the UK. Their website is [ico.org.uk](http://ico.org.uk) and their telephone helpline number is 0303 123 1113.