



## Privacy Notice

UMO is committed to complying with the terms of the EU General Data Protection Regulation (GDPR) made on 27 April 2016, and to the responsible and secure use of your personal data.

UMO has a legitimate interest in processing personal data in order to provide mentoring services. The purpose of this statement is to let you know what personal information UMO collects and holds, why we collect this data, how long it is kept and your rights over your personal data.

UMO is registered with the Information Commissioner's Office (ICO), our organisation reference is: A8286970. The Data Controller is: Anna Matthews, Director of UMO (London) Ltd.

The GDPR makes it clear that individuals have the right to be informed about the collection and use of their personal data. UMO fully supports this essential transparency requirement.

### Introduction

UMO takes data security extremely seriously and seeks at all times to comply with the law and GDPR. In particular we always seek consent of our mentored students or mentors about what personal information we will hold on them, how we will hold it, what uses it will be put to, how long we will hold it for and when it will be deleted. It will always be held with appropriate security in accordance to GDPR guidelines.

### 1. Your Information

- 1.1. We collect personal information from you when you enquire about UMO's mentoring services in order to set up an initial appointment and then provide regular mentoring.
- 1.2. This information includes contact details, availability and other relevant personal information.
- 1.3. This information is stored securely whilst you are accessing UMO services and thereafter for a period of six years (this being the period of which it is possible for bringing legal action for breach of contract).
- 1.4. Your name, course, year and CRN number is used for the e-timesheet system which accounts for mentoring sessions and is used for invoicing purposes only.
- 1.5. Once a client/student finishes mentoring, all data regarding their mentoring is stored securely for six years and then destroyed or deleted.
- 1.6. For enquiries about courses, workshops, talks, or events at UMO, we ask for contact details and relevant personal information from you that is needed to answer the enquiries and to keep you informed about upcoming events that may be of interest. This data is stored securely for as long as you agree to be kept informed of UMO activities. Should you no longer wish to be informed about UMO's activities, this data will be destroyed or deleted.
- 1.7. In the unlikely event that UMO obtains personal information data about you from other sources than yourself, we will provide you with this privacy information within a reasonable time and no later than one month after UMO has received it.



- 1.8. We will seek to ensure that any information supplied to you is concise, transparent, intelligible, easily accessible and in clear plain language.

## 1. **Our Use Of Your Information**

- 1.1. Your personal information will be used only to provide you with our services and to give you information relating to our services. We will not share your personal details with any other person or organisation without your knowledge and permission, unless there is a legal requirement to do so, such as: if there is a child or adult safeguarding issue, immediate risk of substantial harm to self or others, a perceived risk of harm, or under a legal requirement, e.g. terrorism, drug money laundering; or via court order for disclosure.
- 1.2. If Personal Data is to be shared which is not in the original agreement with you a new explicit contract will be signed.
- 1.3. If sensitive Personal Data is to be disclosed which could harm you if it was inaccurate then particular care will be taken and if required by law a Privacy Impact Assessment will be carried out.
- 1.4. We understand that a breach of confidentiality is when a person shares information with another in circumstances where it is reasonable to expect that the information will be kept confidential.
- 1.5. We will regularly review how we use your personal information. If your information is going to be used in a new way we will inform you before we begin processing.

## 2. **Security**

- 2.1. We will take all reasonable precautions to prevent the loss, misuse or alteration of information you give us.
- 2.2. Communications in connection with this service may be sent by e-mail. For ease of use and compatibility, communications will not be sent in an encrypted form unless you require it and give us permission to communicate with you in that way.
- 2.3. E-mail, unless encrypted, is not a fully secure means of communication. Whilst we endeavour to keep our systems and communications protected against viruses and other harmful effects, we cannot bear responsibility for all communications being virus-free.
- 2.4. When required, our data destruction process will ensure that all paper documents are shredded and electronic copies are permanently deleted or when necessary archived securely.

## 3. **DSA-QAG**

- 3.1. We seek to ensure that the DSA QAG (UMO's auditing body for DSA funded students) Agreement on Personal Data is accurate and up-to-date. We will obtain written consent of the Data Subject (the student) if their data is to be shared with a third party, such as DSA QAG for auditing purposes.
- 3.2. We will keep records of when decisions are made to share information only using the date for the purposes for which it has been collected.
- 3.3. If consent to share the information is withdrawn by the Data Subject (the student), all of their personal data will be anonymised with all references to the student removed wherever possible and, if not, deleted.
- 3.4. UMO's mentors receive training in a managing data securely and legally as part of their induction process and also during in-service training.



You have full control over the information we hold about you. If you would like to see, correct, update or delete the information we hold about you, please send an email to [info@umo.london](mailto:info@umo.london)

If you have any concerns about our use of your data, type *FOA UMO Director* in the subject heading of your email.

UMO will do its utmost to resolve any concerns you may have, however if they are not resolved to your satisfaction, you may choose to contact the ICO.