

Scope

1. This document sets out what we do with your personal data in relation to your application for an OU Validated Award Duplicate Certificate/Third Party Verification.
2. This document applies to you if you apply for OU Validated Award Duplicate Certificate or for Third Party Verification.

Who we are

3. The Open University is the data controller in relation to the processing activities described below. This means that the Open University decides why and how your personal information is processed.
4. Where this document refers to “we”, “our” or “us” below, unless it mentions otherwise, it’s referring to the Open University

What information do we collect about you, and how do we collect it?

Information that we hold

- 5a. The Open University hold award records for all students who have completed an Open University Validated Award. This information includes student full name, gender, date of birth progression and award information. Residential addresses, contact phone numbers and email addresses are kept for students who have registered on an Open University Validated Award since September 2016.

Information that you give to us

- 5b. We collect information that you supply when you complete the online or postal application, or the information from the third party consent form that you complete. This information is held by Open University Validation partnerships and will be stored separately to any other records the University holds about you.

How do we use your personal information?

6. We need to know some information about you so that we can locate your academic record, verify the authenticity of your request and send you the duplicate certificate. The information is also required to enable us to verify the authenticity of Third Party

Requests and send verification to the Third Party in line with your consent. The information will also be used to enable us to contact you regarding your request if required. This information is processed under Data Protection legislation as a Public task. If you make a complaint or appeal in respect of your request, it is in our legitimate interest to process your personal data for this purpose.

Who do we share your information with?

7. With your written consent we will verify your award to a Third Party in line with a legitimate Third Party Verification request.

Do we transfer information outside the EEA?

- 8 Generally, information you provide to us is stored on our secure servers, or on our cloud based systems which are located within the EEA.
- 9 However if you have requested that we verify your award to a Third Party outside the EEA, we will verify your award accordingly.

How long do we keep your personal information for?

10. Core student data for validated award students is kept for date of birth +120 years. Information regarding your application for a proforma certificate/Third Party verification is kept for 1 year in hard copy and 7 years electronically.

Your rights

- 11 You have a number of rights in relation to your personal information, which apply in certain circumstances. In order to exercise any of these rights, please contact us using the details in section 13 of this document.

- 12 You have the right

- To access your personal information that we process

In some circumstances, you also have the right

- To have your details removed from systems that we use to process your personal data
- To restrict the processing of your personal data in certain ways
- To obtain a copy of your personal data in a structured electronic data file
- To object to certain processing of your personal data by us

If you are concerned about the way we have processed your personal information, you can complain to the Information Commissioner's Office (ICO). Please visit the ICO's website www.ico.org.uk for further details.

Contact us

19 Please direct any queries about this document or about the way we process your personal information to the Open University Information Governance Liaison Officer or our Data Protection Officer using the contact details below.

- Email ouvp-aftercare@open.ac.uk
- Telephone +44(0)1908332852
- By post: OUVP, 1st Floor, Wilson B Block, The Open University, Walton Hall, Milton Keynes MK7 6AT.

- Email data-protection@open.ac.uk
- Telephone +44 (0)1908 653994
- By post: The Data Protection Officer, PO Box 497, The Open University, Walton Hall, Milton Keynes MK7 6AT.