

Personal data records

Department	Purpose of processing	Types Personal data collected	Retention period
IT Services	Tracking requests for IT help	Student and staff contact details - name, email, phone, IP address (sometimes). Some 3rd party contact information when we provide services to them	Last Action + 1 year
IT Services	Tracking requests for IT help (out of hours)	Student and staff contact details - name, email, phone, IP address (sometimes)	Per data sharing agreement, no longer than necessary, and nothing retained after end of agreement.
IT Services	Active Directory account/profile information	Student and staff names, email addresses, University phone numbers, role.	Closure of account + 1 year
IT Services	Active Directory account/profile information	Affiliate student names, email addresses	Closure of account +3 months
IT Services	Active Directory account/profile information (synchronised with MS Office 365)	Student and staff names, email addresses, University phone numbers, role.	30 days after account deletion
IT Services	Office365 account/profile information	Student and staff names, email addresses	30 days after account deletion
IT Services	Recording Information Security Incidents	Student and staff names	Last action on incident + 1 year
IT Services	Maintenance, management, and support of IT systems	Student and staff personal data and special category data	As per original retention
IT Services	Staff management	Staff appraisal data, copies of contracts, CVs, letters relating to employment, performance management correspondence, sickness absence correspondence, return to work forms, Occupational health assessments, DSE assessments	As per HR records retention schedule
IT Services	Tracking RFCs	Staff names	Decommissioning of system + 5 years
IT Services	Response to subject access requests	All types of data	Not retained after submission to Compliance team
IT Services	Contacting IT staff in an emergency	Names, phone numbers, email addresses	Removed at end of employment in IT
IT Services	Contacting IT staff	Names, phone numbers, email addresses	Annual refresh, including removal of unneeded data
IT Services	Recruitment management	Names, contact information, CVs, application forms?	Transferred to HR or destroyed at end of recruitment process
IT Services	Access to survey tool	Name and email	Removed when user account removed
IT Services	Access to survey tool	Name and email	Removed when user account removed
IT Services	Controlling access to services	Name and email	Closure of account + 1 year
IT Services	Control access for University issued mobile device and usage	Name, email all call data	As per vendor contract
IT Services	Controlling access to services	Name and email	60 days after account closure
IT Services	Access to training and tracking of progress	Name and email	2 years after subscriptions end or 60 days after closing account
IT Services	Access to software all staff and students	Name and email	Stored for 7 years in encrypted backups
IT Services	Acess to software for SOCT	Name and email	Stored for 7 years in encrypted backups
IT Services	Destruction of data on obsolete hardware	Anything	Data is not retained after processing,
IT Services	Maintenance and support of IT systems	anything	Retained as per original system defaults
IT Services	development of IT Systems and testing	Anything	Not retained after testing is complete
IT Services	Managing access to systems	Names	Closure of Account + 1 year
IT Services	Printing payments	Student/Staff ID	At least 18 months from data of last transaction, as allowed and required by applicable law.