

UCL Go Data Privacy Notice

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1 Introduction

UCL ISD (Information Services Division) (“we” “us” or “our”) respects your privacy and is committed to protecting your personal data.

All data collected and processed by UCL Go is done so in accordance with the UCL privacy notice for [staff](#) and [students](#)

UCL uses the UCL Go mobile app to provide students with convenient access to information and services at UCL. Using UCL Go is not mandatory. All the information and services can be access via alternatives means that are fully supported by UCL.

UCL Go is an instance of the [campusM product](#).

The UCL Go mobile app is maintained and managed by UCL on hosted servers maintained by Ex Libris. Please visit the [Ex Libris Trust Centre](#) for further information.

Please read this privacy notice carefully – it describes why and how we collect and use personal data and provides information about your rights. It applies to personal data provided to us, both by individuals themselves or by third parties and supplements any other UCL privacy notices which may apply, for example the privacy notice applicable when you visit UCL’s website.

2 Personal data that we keep about you

UCL Go is designed to minimise personal data captured. The data is limited in nature and does not include any special category data. We store data from the following information categories:

1. **User data** – This is general end user information and identification details. Fields include: First name, last name, email address, username, UPI (Unique Person Identifier).

2. **Device data** – This data enables the platform to send alerts and notifications and identify service call source. Fields include: Device Identifier, platform, model.
3. **Role data** – This data consists of roles that can be applied to end users to personalize their experience. Fields include: role name and description.
4. **Alerts data** - This is the data that is used to send messages, as well as the content sent. Fields include: notification title, content, device identifier.
5. **Insight data** - This is analytical data used to inform UCL of app usage. Fields include, hit type, hit description, URL, device data, IP address.
6. **In-App Feedback** - This data is provided by the end user regarding their app experience and is available for review within App Manager Fields can include: Page title from where feedback was given, feedback text.

3 How we use this data

This data is used to help support and improve UCL Go.

The Insight data is accessible only to UCL Go administrators through an analytics feature, is anonymised and presents only aggregated information, for example total page impressions per month or % of users with a given device type.

4 Who we share your data with

This data is available to a small set of administrators of the UCL Go platform. Insight data contains no personal information but may be shared with staff at UCL to help them support and improve UCL Go and more broadly improve student experience.

Data is not transferred by Ex Libris or UCL to any third party.

5 Data security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used, or accessed in an unauthorised way, altered, or disclosed. We have established procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

6 Data retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

Data is held in accordance with the [UCL Student Data Retention policy](#).

7 Your rights

Under certain circumstances, you may have the following rights under data protection laws in relation to your personal data:

- Right to request access to your personal data;
- Right to request correction of your personal data;

- Right to request erasure of your personal data;
- Right to object to processing of your personal data;
- Right to request restriction of the processing your personal data;
- Right to request the transfer of your personal data; and

If you wish to exercise any of these rights, please contact us using the details set out below.

8 Contacting us

You can contact UCL by telephoning +44 (0)20 7679 2000 or by writing to:

University College London, Gower Street, London WC1E 6BT.

If you have any questions about this Privacy Notice, including any requests to exercise your legal rights, please contact our Data Protection Officer using the details set out below.

9 Data Protection & Freedom of Information Officer

Email data-protection@ucl.ac.uk or call +44 (0)20 3108 8726

10 Complaints

If you wish to complain about our use of personal data, please send an email with the details of your complaint to data-protection@ucl.ac.uk so that we can investigate the issue and respond to you.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) (the UK data protection regulator). For further information on your rights and how to complain to the ICO, please refer to the ICO website at <https://ico.org.uk>.

11 Preparation of this privacy policy

This policy was prepared on 26 August 2022 and reviewed on 09 March 2023.