

STAFF COLLECTION PRIVACY NOTICE

Jisc is the body responsible for collecting and disseminating information about higher education in the UK and the designated data body for England. Jisc merged with the Higher Education Statistics Agency in 2022 and retains the HESA branding for this area of its work (see <https://www.hesa.ac.uk/about> for more information).

Jisc owns a subsidiary company called Jisc Services Limited (JSL). Jisc uses JSL to deliver some of its products and services. Any references to “we”, “us”, “our”, “Jisc” and “HESA” are to these group companies. We are the controller of the personal data processed for the purposes set out below and are responsible for looking after it. You’ll find more information about us and how to contact us at the end of this notice.

Reference to “your provider” means the higher education provider where you work. We obtain data about you from your provider. They are also a data controller and will have their own privacy notice which should include information about their obligation to share your data with us

This notice is applicable to the 2025/26 academic year. It is also applicable to data collected in previous academic years and retained by Jisc. See *Categories of information submitted to Jisc, including Special Categories of data*, below, for more information about the categories of data that will be collected in 2025/26 and that have been collected in previous years.

ABOUT THIS NOTICE

Under UK data protection laws, we’re required to provide you with certain information about who we are, how we process your personal data, our purposes and your rights in relation to your personal data.

This notice is regularly reviewed and updated. Updates may be made at any time but at least annually. You will always find the most up to date version at <http://www.hesa.ac.uk/privacynotice>.

Each collection notice relates to a specific period of data collection. These notices are available both in English and Welsh. If you need any assistance in identifying which record your HESA Information may be included in, please contact dataprotection@jisc.ac.uk for guidance.

Copies of the historic notices continue to be made available on the [Historical Collection Notices page](#).

THIRD PARTY PRIVACY INFORMATION

Throughout this privacy notice we link to the privacy documentation of the organisations with whom we share your information. Simply click on their name to access their privacy information.

SUBMISSION OF YOUR INFORMATION TO JISC

Data about you will be supplied to Jisc for the purposes set out below. This data does not



Jisc is a registered charity (number 1149740) and a company limited by guarantee which is registered in England under company number 05747339, VAT number GB 197 0632 86. Jisc's registered office is: 4 Portwall Lane, Bristol, BS1 6NB. T 020 3697 5800. Jisc Services Limited is a wholly owned Jisc subsidiary and a company limited by guarantee which is registered in England under company number 02881024, VAT number GB 197 0632 86. The registered office is: 4 Portwall Lane, Bristol, BS1 6NB. T 0203 697 5800. Jisc Commercial Limited is a wholly owned Jisc subsidiary which is registered in England under company number 09316933, VAT number GB 197 0632 86. The registered office is: 4 Portwall Lane, Bristol, BS1 6NB. T 0203 697 5800. Jisc is now Controller of HESA personal data. For more details on how Jisc handles your personal data please see [jisc.ac.uk/website/privacy-notice](https://www.hesa.ac.uk/website/privacy-notice) and [hesa.ac.uk/about/website/privacy](https://www.hesa.ac.uk/about/website/privacy).



include your name (except in the limited case of purpose 6, see below) and is not intended to be used to make decisions about you. All information is used in compliance with data protection legislation.

Every year your provider will send some of the information it holds about you to Jisc (“your HESA Information”). Your HESA Information does not contain your name or contact details but may contain your Open Researcher and Contributor ID (ORCID.org) number if you have one.

Your HESA Information is used for a variety of purposes by Jisc and by third parties as described below. Jisc may charge other organisations to whom it provides services and data. Uses of your HESA Information may include linking parts of it to other information, as described below. Information provided to Jisc is retained indefinitely for statistical research purposes. Your HESA Information will not be used to make automated decisions about you. The extent to which your HESA Information will be used for purposes 3-4 and 7 will vary.

CATEGORIES OF INFORMATION SUBMITTED TO JISC, INCLUDING SPECIAL CATEGORIES OF DATA

Jisc collects data about the personal characteristics of staff at higher education providers and governors at higher education providers in addition to information about their jobs and contracts. This might include sensitive details about staff members’ and governors’ personal lives used for equality and diversity monitoring.

Data submitted to Jisc by your provider includes details about your employment contract, the work that you do and your salary. It also includes personal data, such as your date of birth and your nationality.

Information about your health, disability status, ethnicity, sexual orientation, gender reassignment or religion is classed as ‘[Special Categories of data](#)’ under the UK GDPR. Any special category data supplied to Jisc by your provider as part of their submission will be included in your HESA Information. This information is necessary for monitoring equality of opportunity and eliminating unlawful discrimination in accordance with the Equality Act 2010 and Section 75 of the Northern Ireland Act 1998 or equivalent subsequent legislation, or for other statistical or research purposes falling within UK GDPR Article 9(2)(j).

A full list of data items that may be included in your HESA Information for the 2025/26 academic year will be available from October 2025 here: <https://www.hesa.ac.uk/collection/c25025>.

Please note that not all data items are collected for all staff – the exact set of variables relating to you will depend on your role and contract.

If you were a staff member in a previous academic year, a full list of data items that may be included in your HESA Information can be found below. Please note that multiple academic years are likely to apply to your HESA Information depending on the length of employment.

Staff Record Data Items



Jisc is a registered charity (number 1149740) and a company limited by guarantee which is registered in England under company number 05747339, VAT number GB 197 0632 86. Jisc's registered office is: 4 Portwall Lane, Bristol, BS1 6NB. T 020 3697 5800. Jisc Services Limited is a wholly owned Jisc subsidiary and a company limited by guarantee which is registered in England under company number 02881024, VAT number GB 197 0632 86. The registered office is: 4 Portwall Lane, Bristol, BS1 6NB. T 0203 697 5800. Jisc Commercial Limited is a wholly owned Jisc subsidiary which is registered in England under company number 09316933, VAT number GB 197 0632 86. The registered office is: 4 Portwall Lane, Bristol, BS1 6NB. T 0203 697 5800. Jisc is now Controller of HESA personal data. For more details on how Jisc handles your personal data please see [jisc.ac.uk/website/privacy-notice](https://www.jisc.ac.uk/website/privacy-notice) and [hesa.ac.uk/about/website/privacy](https://www.hesa.ac.uk/about/website/privacy).

Staff Record	Finance Record (see Purpose 6)
<u>24/25</u>	▪ <u>24/25</u>
<u>23/24</u>	▪ <u>23/24</u>
<u>22/23</u>	▪ <u>22/23</u>
<u>21/22</u>	▪ <u>21/22</u>
<u>20/21</u>	▪ <u>20/21</u>
<u>19/20</u>	▪ <u>19/20</u>
<u>18/19</u>	▪ <u>18/19</u>
<u>17/18</u>	▪ <u>17/18</u>
<u>16/17</u>	▪ <u>16/17</u>
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<u>97/98</u>	▪ <u>97/98</u>
<u>96/97</u>	▪ <u>96/97</u>
<u>95/96</u>	
<u>94/95</u>	

If you need any assistance in identifying which record your HESA Information may be included in, please contact dataprotection@jisc.ac.uk for guidance.

PURPOSE 1 – INDIVIDUAL LEVEL DATA USED FOR PUBLIC FUNCTIONS BY THE HE FUNDING AND REGULATORY BODIES

Your HESA Information is used by HE funding and regulatory bodies (who request Jisc to collect it) for their statutory and/or public functions including funding, regulation, and policy-making purposes. Your information will not be used to make decisions about you.

Jisc shares your HESA Information with the HE funding and regulatory body(ies) who request Jisc to collect it and require it to carry out their statutory and/or public functions. This data sharing is carried out in the public interest or in the exercise of official authority vested in Jisc and the funding and regulatory bodies. Jisc has been appointed as the designated data body for England under the [Higher Education and Research Act 2017](#). The HE funding and regulatory bodies are:

- England – [Office for Students](#) (who take into account what would be helpful to collect for sharing with UK Research and Innovation and the Secretary of State)
- Wales – [Medr](#)
- Scotland – [Scottish Funding Council](#)
- Northern Ireland – [Department for the Economy](#)
- [UK Research and Innovation](#) (UKRI), the non-departmental government body responsible for supporting research and knowledge exchange at higher education institutions in England

Your HESA Information will be shared with these organisations as part of a large dataset which contains similar information about other people who work at higher education providers in the UK. These organisations are also data controllers of your HESA Information. This means that they make their own decisions about how to use it, and this may include publishing statistics and sharing the information with third parties, such as other government or public bodies or other organisations of the type listed elsewhere in this collection notice. However, all uses of your HESA Information will be within the purposes set out in this collection notice and covered by data sharing agreements with Jisc.

These organisations will not use the data for the purposes of identifying you as an individual or to make decisions about you. These organisations may retain HESA Information indefinitely for statistical and research purposes.

Non-academic staff at higher education providers in England and Northern Ireland

If you are a non-academic staff member at a provider in England regulated by the Office for Students or at a higher education provider in Northern Ireland then the submission of your HESA Information by your provider to Jisc is not required by the Office for Students and may not be required by the Department for Economy (NI) as part of the Staff Record. This information may be submitted by your provider on a voluntary basis in order to assist your provider in meeting its statutory reporting obligations (e.g. equality and diversity reporting, responding to FOIs) and for other legitimate interests such as benchmarking or internal reporting. If it is submitted on a voluntary basis then it may also be used for purposes 2 to 4 and 7.

[Click here for more information](#) on the categories of staff that are included in the Staff Record and the categories that will be collected on a voluntary basis.

Legal basis for processing your information for Purpose 1

Processing of your HESA Information is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in Jisc (See UK GDPR Article 6(1)(e)).

Processing of non-academic staff information may also be necessary for the purposes of the legitimate interests pursued by the controller or by a third party (See UK GDPR Article 6(1)(f)).

Processing of Special Categories of data is necessary for reasons of substantial public interest in accordance with the Equality Act 2010 (Article 9(2)(g), UK GDPR and paragraph 8, part 2, schedule 1, Data Protection Act 2018); and necessary for statistical and research purposes in accordance with Article 89(1) and research purposes based on the duties in the Equality Act 2010, Section 75 of the Northern Ireland Act 1998, or the Digital Economy Act 2017 or equivalent subsequent legislation, or for other research purposes (Article 9(2)(j), UK GDPR, and paragraph 4, part 1, schedule 1, Data Protection Act 2018).

PURPOSE 2 – INDIVIDUAL LEVEL DATA USED FOR PUBLIC FUNCTIONS BY PUBLIC AUTHORITIES

Jisc acts as an information hub to provide data and statistics on higher education. While the bodies described in Purpose 1 (above) have legal or regulatory power to require information from certain higher education providers, other public authorities also use your HESA Information for their statutory and/or public functions including funding, regulation and policy-making purposes.

Education statistics and data

Jisc also acts as an information hub to provide information on higher education. In England, this is undertaken outside of Jisc's designated data body activities. Jisc shares your HESA Information with public authorities who require it to carry out their statutory and/or public functions. Your HESA Information will be shared with these organisations as part of a large dataset which contains similar information about other people who work at higher education providers in the UK.

These organisations are also data controllers of your HESA Information. This means that they make their own decisions about how to use it, and this may include publishing statistics and sharing the information with third parties, such as other government or public bodies or other organisations of the type listed elsewhere in this collection notice.

However, all uses that they make of your HESA Information will be within the purposes set out in this collection notice and covered by data sharing agreements with Jisc. These organisations will not use the data for the purposes of identifying you as an individual or to take decisions about you. These organisations may retain HESA Information indefinitely for statistical and research purposes, or for fixed terms depending on the terms of their data sharing agreements with Jisc or their own retention policies.

The HE funding and regulatory bodies who receive information not collected under their relevant power but need it for their functions are:

- [Office for Students](#) (for example the Office for Students have power to collect information from providers in England, but also need information about providers in other parts of the UK for their public function)
- [Medr](#)
- [Scottish Funding Council](#)
- [Department for the Economy \(NI\)](#)

Education departments in England and the devolved administrations:

- [Department for Education](#)
- [Welsh Government](#)
- [Scottish Government](#)

Other bodies with public functions connected to education:



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- [Department for Science, Innovation and Technology \(DSIT\)](#)
- [UK Research and Innovation \(UKRI\)](#) (including Research England)
- National Health Service bodies and organisations working with them e.g. [Health Education England](#), [Department of Health and Social Care](#) and [NHS Education Scotland](#)
- [Medical Schools Council](#)

and any successor bodies. Further data controllers may be added to the list from time to time – please see the online version of this notice at <http://www.hesa.ac.uk/privacynotice>.

UKRI will link information about academic staff to [Research Excellence Framework](#) submissions in order to monitor equal opportunities, provide contextual information and gain assurance on the quality of data submitted in the context of that exercise.

Other uses of data

Your HESA Information may also be used by some organisations who are also data controllers who carry out statistical and research tasks in the public interest or in the exercise of official authority that are not connected with education. Such uses may include the following:

- Production of statistics in relation to the population of the UK and for statistical research, undertaken by the Office for National Statistics. Further information can be found on the [ONS website](#).
- Production of statistics and statistical research undertaken by [National Records of Scotland](#) and the [Northern Ireland Statistics and Research Agency](#).
- Monitoring of public expenditure by the [National Audit Office](#).

Jisc is seeking to reduce the burden on higher education providers by encouraging other organisations who currently collect information directly from higher education providers to collect and receive information through Jisc. The above list is likely to change over time. You can always access the up to date list at www.hesa.ac.uk/privacynotice.

Legal basis for processing your information for Purpose 2

Processing of your HESA Information is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in Jisc (See UK GDPR Article 6(1)(e)).

Processing of Special Categories of data is necessary for reasons of substantial public interest in accordance with the Equality Act 2010 (Article 9(2)(g), UK GDPR and paragraph 8, part 2, schedule 1, Data Protection Act 2018); and necessary for statistical and research purposes in accordance with Article 89(1) and research purposes based on the duties in the Equality Act 2010, Section 75 of the Northern Ireland Act 1998, or the Digital Economy Act 2017 or equivalent subsequent legislation, or for other research purposes (Article 9(2)(j), UK GDPR, and paragraph 4, part 1, schedule 1, Data Protection Act 2018).

PURPOSE 3 – PUBLICATIONS

Jisc publishes statistics about staff working in higher education.

Part of Jisc's role is to produce and publish information about higher education in the public interest. This includes Accredited Official Statistics publications (<https://uksa.statisticsauthority.gov.uk/about-the-authority/uk-statistical-system/types-of-official-statistics/>) and online business intelligence and research services.

When producing this material for publication, Jisc applies a disclosure control, the [HESA Standard Rounding Methodology](#), to ensure that no Personal Data is included and that individuals cannot be identified from published material.

Legal basis for processing your information for Purpose 3

Processing of your HESA Information is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in Jisc (See UK GDPR Article 6(1)(e)).

Processing of Special Categories of data is necessary for reasons of substantial public interest in accordance with the Equality Act 2010 (Article 9(2)(g), UK GDPR and paragraph 8, part 2, schedule 1, Data Protection Act 2018); and necessary for statistical and research purposes in accordance with Article 89(1) and research purposes based on the duties in the Equality Act 2010, Section 75 of the Northern Ireland Act 1998, or the Digital Economy Act 2017 or equivalent subsequent legislation, or for other research purposes (Article 9(2)(j), UK GDPR, and paragraph 4, part 1, schedule 1, Data Protection Act 2018).

PURPOSE 4 – OTHER RESEARCH AND STATISTICAL PROCESSING PURPOSES

HESA Information is used for research and statistical processing purposes relating to higher education and the staff population. Jisc may share HESA Information with third parties where there's a legitimate or public interest for doing so. Jisc prohibits the identification of individual staff members by those carrying out this research.

Examples of use for this purpose include:

- Provision of information to students and prospective students
- Equal opportunities monitoring
- Research - This may be academic, commercial, journalistic or personal
- Statistical processing including the production of visualisation products, analytical products and bespoke data extracts and reports
- Journalism and media research- e.g. league tables, higher education comparison websites and articles about higher education
- Creation, development and operation of analysis tools, for example, [Heidi Plus](#) and [Interactive Insights](#) and other products and services for the benefit of higher education and the sector

Users to whom information may be supplied for Purpose 4 include:

- Higher education sector bodies
- Higher education providers
- Schools and further education providers
- Academic researchers and students
- Commercial organisations
- Unions
- Non-governmental organisations and charities
- Local, regional, national and international government bodies
- Journalists, public relations and media organisations

Information supplied by Jisc to third parties within Purpose 4 is supplied under contracts which require that individuals shall not be identified from the supplied information and this means that they also cannot use it to make decisions about you.

Each agreement specifies the duration for which data may be processed. This is usually one year but may be longer, if necessary, for the specific research purpose.

Each request for HESA Information under Purpose 4 is assessed for its compliance with data protection legislation and its compatibility with this collection notice. Jisc ensures that only the minimum amount of HESA Information necessary for the specified research purpose is supplied to users. If the supplied information is to be published the [HESA Rounding Methodology](#) or an equivalent disclosure control must be applied to ensure that individuals cannot be identified from the published material and it does not constitute Personal Data.

Other data controllers (listed under Purposes 1 & 2 above) may also process data for this purpose where this is necessary to fulfil their public functions.

Legal basis for processing your information for Purpose 4

Processing of your HESA Information is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in Jisc (See UK GDPR Article 6(1)(e)).

Processing is also necessary for the legitimate interests of Jisc and third parties in carrying out the activities covered by Purpose 4. (See UK GDPR Article 6(1)(f)).

Processing of Special Categories of data is necessary for reasons of substantial public interest in accordance with the Equality Act 2010 (Article 9(2)(g), UK GDPR and paragraph 8, part 2, schedule 1, Data Protection Act 2018); and necessary for statistical and research purposes in accordance with Article 89(1) and research purposes based on the duties in the Equality Act 2010, Section 75 of the Northern Ireland Act 1998, or the Digital Economy Act 2017 or equivalent subsequent legislation, or for other research purposes (Article 9(2)(j), UK GDPR, and paragraph 4, part 1, schedule 1, Data Protection Act 2018).

PURPOSE 5 - CLINICAL ACADEMIC STAFF AND HEALTH PROFESSIONALS ONLY

If you work in a clinical or health-related role or department the Medical Schools Council may use your HESA Information for additional purposes.

The [Medical Schools Council](#) (MSC) and [Universities UK](#) through the activities of its Dental Schools Council (DSC) use HESA Information for the purposes of:

- Monitoring trends in clinical academic staffing as a basis for partnership between the NHS and universities.
- Promoting, maintaining, and improving high quality education, research, and clinical practice in the UK.
- Publishing results of research into clinical academic staffing at a detailed statistical level from which there may be a risk of identification of individuals through combinations of characteristics.

The MSC and DSC retain each year's detailed data for one year from receipt of data from Jisc. Research results are held indefinitely for statistical and research purposes.

Legal basis for processing your information for Purpose 5

Processing of your HESA Information is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in Jisc (See UK GDPR Article 6(1)(e)).

Processing of Special Categories of data is necessary for reasons of substantial public interest in accordance with the Equality Act 2010 (Article 9(2)(g), UK GDPR and paragraph 8, part 2, schedule 1, Data Protection Act 2018); and necessary for statistical and research purposes in accordance with Article 89(1) and research purposes based on the duties in the Equality Act 2010, Section 75 of the Northern Ireland Act 1998, or the Digital Economy Act 2017 or equivalent subsequent legislation, or for other research purposes (Article 9(2)(j), UK GDPR, and paragraph 4, part 1, schedule 1, Data Protection Act 2018).

PURPOSE 6 - SENIOR STAFF PAY AND COMPENSATION FOR LOSS OF OFFICE

If your salary exceeds £100,000 pa, or if you receive compensation for loss of office, information about your salary or compensation payments may be published by Jisc and the funding and regulatory bodies listed in Purpose 1.

Accounts directions from the [Office for Students](#), [Medr](#), the [Scottish Funding Council](#) and the [Department for the Economy \(NI\)](#) require higher education providers to publish the following details as part of their annual statements:

- head of provider name, salary and benefits,
- numbers of staff paid over £100,000 per annum,
- the number of staff paid compensation for loss of office ('severance pay').

This information is also collected by Jisc in the HESA Finance record for higher education providers in Wales, Scotland and Northern Ireland. For higher education providers in England this information is collected by the Office for Students and shared with Jisc who may use this information for all the purposes described in this notice.

Jisc publishes this information alongside other financial information about higher education providers as open data. The published data includes counts of staff which are not rounded or suppressed.

Data about heads of providers is personal data, and where other numbers are small for a provider these may also reveal information about individuals.

Legal basis for processing your information for Purpose 6

Processing of your HESA Information is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in Jisc (See UK GDPR Article 6(1)(e)).

PURPOSE 7 – USE BY JISC TO PERFORM ITS ROLE AS DESIGNATED DATA BODY FOR ENGLAND AND ITS EQUIVALENT ROLES FOR THE OTHER COUNTRIES OF THE UNITED KINGDOM

As the designated data body for England, Jisc has a statutory obligation to collect and publish information about higher education. Jisc fulfils a similar role in Wales, Scotland and Northern Ireland where it collects data at the request of, and in exercise of statutory powers of, the respective government or statutory bodies of the devolved nations.

In fulfilling its data body and equivalent roles, Jisc processes your HESA Information as part of a larger statistical dataset for the above purposes to:

- Create derived fields to enrich data utility and insights of HESA data.
- Contextualise the use of HESA data.
- Quality assure data and to remove anomalies and improve data accuracy.
- Research into data quality and the sector's reliance on time series data.
- Review how changes and improvements can be made to Jisc's processing including systems and software and the implications that this would have on the data it produces.

Legal basis for processing your information for Purpose 7

Processing of your HESA Information is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in Jisc (See UK GDPR Article 6(1)(e)).

Processing of Special Categories of data is necessary for reasons of substantial public interest in accordance with the Equality Act (Article 9(2)(g), UK GDPR and paragraph 8, part 2, schedule 1, Data Protection Act 2018); and necessary for statistical and research purposes in accordance with Article 89(1) and research purposes based on the duties in the Equality Act 2010, Section 75 of the Northern Ireland Act 1998, or the Digital Economy Act 2017 or equivalent subsequent legislation, or for other research purposes (Article 9(2)(j), UK GDPR, and paragraph 4, part 1, schedule 1, Data Protection Act 2018).

FURTHER INFORMATION ABOUT RECIPIENTS OF YOUR HESA INFORMATION

Jisc publishes a register containing information relating to the recipients to whom we disclose data for statistical purposes. The live register can be found here:
<https://www.hesa.ac.uk/about/regulation/data-protection/register>.

DATA TRANSFERS TO OTHER COUNTRIES

Your HESA Information may be transferred to countries outside the UK and the European Union for the purposes described above.

Your HESA Information will only be transferred to countries whose data protection laws have been assessed as adequate, or where adequate safeguards (in almost all cases, standard data protection clauses), are in place to protect your HESA Information. To obtain a copy of these safeguards, please contact dataprotection@jisc.ac.uk.

YOUR RIGHTS

Data protection legislation gives you rights over your personal data. Your rights will depend on the lawful basis being relied upon to process your data and are limited in certain circumstances. We've summarised them below, but you may also find the guidance published by the Information Commissioner's Office (ICO), helpful. The ICO is the regulator for data protection law in the UK.

You have the right to:

- Be informed about how and why we are processing your personal data
- Access and obtain a copy of your personal data
- Have inaccurate data rectified and incomplete personal data completed
- Object to our processing of your personal data
- Request we restrict the processing of your personal data
- Request the erasure of your personal data
- Withdraw consent for us to process your personal data

As outlined in this notice, Jisc relies on different lawful bases to undertake different data processing activities. These are public task, legitimate interests and consent. Your rights vary across these bases.

Further information about us and how to contact us

Jisc is a not-for-profit company, limited by guarantee, registered in England.

- Company number: 05747339
- Charity number in England and Wales: 1149740, in Scotland: SC053607
- ICO registration number: Z9546606
- Registered office: 4 Portwell Lane, Bristol, BS1 6NB



JSL is also a company registered in England and limited by guarantee. JSL has the same staff and offices as Jisc.

- Company number: 02881024
- ICO registration number: ZB729749

Jisc has a data protection officer who can be contacted at dataprotection@jisc.ac.uk. You can also contact the Privacy team at this email address if you have any questions or would like to exercise any of your personal data rights.

Complaints

If you're unhappy with the way we've dealt with an information rights request, you should first submit your complaint to the Privacy team. We'd like the opportunity to respond and hopefully resolve matters. If you remain dissatisfied and believe your legal rights have been infringed, you have the right to complain to the ICO.

The ICO (www.ico.org.uk) publishes information, help and guidance about your rights and how to exercise them. You may wish to contact the ICO's helpline on 0303 123 1113, use their live chat service or email them for assistance with a data protection complaint. You could also write to the ICO at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.



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