

# University of Bristol Careers Service Terms and conditions

## 1. Privacy statement

The University needs to collect and process personal data in order to function effectively as an educational institution and to provide students with the support they require while undertaking their studies. How the University collects, uses and shares personal data, and your rights in relation to the processing of your personal data is detailed in the University's [Student fair processing notice](#).

This privacy statement relates to personal data held and used by the University of Bristol Careers Service. The Careers Service uses CareerHub and Abintegro software to help administer careers resources, information, advice and guidance to students and recent graduates. Students and recent graduates access CareerHub and Abintegro through two connected online portals – mycareer and myopportunities.

All personal data collected by the Careers Service will be handled in accordance with the requirements of the General Data Protection Regulation (GDPR) and Data Protection Act 2018. This statement sets out how your personal data will be stored, accessed and used.

### Service access and duration

On commencement of studies at the University of Bristol, a CareerHub online account is created automatically for every new student, based on their details in SITS (the University's student database). mycareer and myopportunities are the student and recent graduate access point for Careers Service provision which integrate CareerHub and Abintegro software.

Current students studying at the University access mycareer and myopportunities through the University's single sign on system. Shortly after the education end date, current student user accounts are switched to graduate accounts. An automated notification is sent from CareerHub to update users of this change and direct them to the alternative secure sign in facility so that they can continue to access their account. From this point, users are also able to exercise their 'right to be forgotten' which strips their account of all personal details and retains only a skeleton record for reporting.

CareerHub is available for the duration of studies at the University, and for 3 years after the education end date. After 3 years, CareerHub accounts are automatically deactivated and data retained only for reporting.

### Personal data we hold

Personal data is auto-provisioned into CareerHub from SITS (the University's student database) throughout the duration of studies and until the switch to a graduate account. This includes basic personal details (e.g. email address and telephone number) and some academic details (e.g. course and year of study).

A link between CareerHub and Abintegro copies these same basic details across both software products. Information relating to disability is held in CareerHub for reporting purposes only. Information relating to ethnicity is held in both CareerHub and in Abintegro for reporting purposes only.

Abintegro may also collect information directly from you when you use their services, or indirectly via the use of cookies when you browse the site. Further details are available in the Abintegro [End user privacy policy](#).

### **How we use your personal data**

This information is required to allow the Careers Service to administer the careers resources, information, advice and guidance it provides to students and recent graduates. This will include:

- Scheduling appointments
- Recording notes of advice and guidance given, and discussions at appointments
- Booking places for events
- Providing event signup attendee data to employers delivering presentations and workshops
- Presenting tailored information via mycareer and myopportunities
- Distributing tailored information via email
- Distributing tailored information in the form of newsletters (a version for current students and a separate version for recent graduates)
- Making telephone calls to offer tailored information or support
- Conducting statistical analyses.

The Careers Service may also provide your contact details to other departments within the University to help them to deliver information or services for current or prospective students (e.g. to provide mentoring opportunities, to seek support alumni panel events, to find speakers at presentations).

### **Where your personal data is held**

Your personal data is held on servers at the University of Bristol. A small amount of personal data may be stored temporarily by CareerHub or Abintegro for testing purposes or to investigate and resolve technical faults. Your email address may be stored temporarily by MailChimp (in the University's Development and Alumni Relations Office account) for the purposes of sending you newsletters.

### **Who has access to your personal data**

Personal information will not be disclosed to third parties (including parents/relatives) without an individual's consent, unless there is a legal or 'duty of care' imperative (as set out in the 'Confidentiality' section below).

Your email address may be shared temporarily by MailChimp (in the University's Development and Alumni Relations Office account) for the purposes of sending you newsletters.

Access to personal data stored in CareerHub or Abintegro is limited to Careers Service staff who require such access in relation to their role. Some software support staff may occasionally have

access to CareerHub and Abintegro to provide support and testing services, such as to resolve technical faults or create bespoke reports.

### **Updating your data and communication preferences**

Users are able to update their contact details in CareerHub through the University's [StudentInfo](#) system while they are studying, or directly through their [account](#) once the education end date has passed. Any new information you provide will be added to your record on CareerHub.

Most newsletters for current students are sent using CareerHub and Abintegro software. Some newsletters for current students, and all recent graduate newsletters, are sent using the University's Development and Alumni Relations Office MailChimp account to the contact email address that you have supplied to the University. You can opt out of both newsletter types using the unsubscribe link at the bottom of the message.

Your contact details in CareerHub will be supplied to the Higher Education Statistics Agency (HESA) for the purpose of conducting the statutory Graduate Outcomes survey, and in accordance with the University's [Student Agreement](#). More information about the Graduate Outcomes survey is available from the [Higher Education Statistics Agency \(HESA\)](#).

You can adjust your communication preferences at any time in your [account](#).

### **Accessing your personal data**

The Data Protection Act 2018 provides you with the right to access the information that we hold about you. Instructions on [how to access personal data held by the University](#) are available online.

### **Communications**

The Careers Service may wish to send you tailored messages, such as news digests, relating to relevant job and career opportunities. These messages will include tailored information about news, vacancies, events and advertising. You can set your own preferences of the types of messages you receive via your [account](#).

### **Third parties**

To be able to effectively administer careers events, the Careers Service may disclose some information to event organisers, such as name, level of study, year of study and academic faculty, school and department.

### **Confidentiality**

The Careers Service works in accordance with the [Association of Graduate Careers Advisory Services \(AGCAS\) code of practice](#).

All Careers Service interactions with students and recent graduates are confidential; we will not pass on personal information without the individual's prior permission. We will make any limitations on this clear at the earliest possible stage, including:

- Appointments may take place in an area that is not private.

- Within the Careers Service, information is shared on a need to know basis. The need to know may be concerned with the needs of the individual or with the need to maintain and develop an effective service, including the development of staff.
- The right, in exceptional circumstances, to pass on personal information, where there is a legal or 'duty of care' imperative. This will happen only in very exceptional circumstances and will normally take place only following consultation with a member of the Careers Service's Management Team and the University's legal team, where necessary. Even in these circumstances, we would normally seek to explain this to the individual concerned.

The factual data an individual gives to the Careers Service is used to compile anonymous statistics about the use of the service. Careers Service staff may also record brief, objective information about an intervention with individuals in CareerHub to help them in their work with that individual. Other Careers Service staff may have access to such notes, for example, where an individual has been referred for a follow up appointment with another member of staff. This information is kept for three years after graduation, when eligibility to use the Careers Service ceases.

## **2. Vacancy advertising**

The University can take no responsibility for advertisers' statements or actions. Adverts are published in good faith based on information provided by the organisation and this should not be taken as an endorsement of those opportunities and organisations.

We screen vacancy adverts for the following before agreeing to publish them:

- Adverts appear to meet our employer vacancy advertising policy
- Adverts for UK opportunities appear to meet requirements of UK equality legislation
- Adverts for UK opportunities appear to meet requirements of the National Minimum Wage

The Careers Service provides a free vacancy advertising service to help students and recent graduates become aware of employment, volunteering and further study opportunities. We advertise thousands of vacancies each year. Due to the high volume of adverts received, the above checks should not be considered a vetting of any organisation. Students and recent graduates must conduct their own research and checks to clarify all details relating to the vacancy and organisation and make their own decision as to its suitability for their needs.

The University accepts no liability for any loss or damage suffered by a student or recent graduate as a result of taking up an opportunity advertised through the University.

## **3. Contact**

If you have any issues relating to these terms and conditions, wish to exercise your 'right to be forgotten', or wish to have copies of the personal data we hold in relation to you, please contact [data-protection@bristol.ac.uk](mailto:data-protection@bristol.ac.uk).