

Privacy Notice: Our Use of Your Data

Your Personal Data

The Careers Service mission statement is 'To develop future ready graduates, empowered to maximise their career prospects.'

Our objective is to support students and graduates to successfully:

- **'Engage'** in the opportunities available to them and take responsibility for career decisions
- **'Develop'** the professional skills, knowledge and attributes for the chosen career path
- **'Compete'** in the global graduate market and secure the chosen career

We co-ordinate employment engagement opportunities, which aid the development of student employability and help inform their career planning, job search and transition into the labour market.

This notice explains what personal information we collect, hold and share in support of these purposes and your rights in respect of the data we hold about you.

Heriot-Watt University is what's known as the "Data Controller" of your personal data processed in relation to your use of the services available on the TargetConnect careers portal.

Your privacy is important to us, so if there is anything in this privacy notice that is unclear or you do not understand, please contact Our Data Protection Officer at: infogov@hw.ac.uk

For enrolled students using these services, your data will be processed in accordance with the [University's Privacy Notice](#).

Sources of data

We obtain personal data about you from the following sources:

For current Heriot-Watt University Students, data will be transferred each evening from the student record system Banner plus any data that you chose to upload yourself.

For Heriot-Watt graduates, data will be collected from you at the point of registration on the Heriot-Watt TARGETconnect system plus any data you choose to upload yourself.

What data we collect and why we need it

We are collecting your basic personal data such as:

- your name
- preferred pronouns (optional)
- personal email address (optional)
- student number
- HW email address
- programme details
- year of study
- level of study
- course details
- campus
- programme start date
- expected graduation date
- appointment details
- event attendance

If you opt to receive vacancy and/or event alerts, these details are also collected.

The above data is collected for you to book career appointments, to access details about career events, register for career events, apply for industry placements and to access the jobs portal. We also carry out anonymised reporting on usage of these services. We will only collect data that we need in order to provide career support services to you.

Legal basis for processing your data

We must have a legal basis for processing all personal data. In this instance, the legal bases are:

- legitimate interests
- to keep you informed about how we can help you and deliver the services we offer as effectively as possible to meet university strategies, we have ascertained that the use of data is legitimate

What we do with it and who we share it with

All the personal data you submit is processed by staff at Heriot-Watt University based in the United Kingdom, Dubai and Malaysia. We also share details with GTI Media who are the suppliers of the TargetConnect portal. Data that we share with GTI Media meets industry standard protocols and is managed in a fully secure online environment.

How long do we keep it for

Your data will be retained by the University for 2 years after your graduation to help understand the relationship between student experience and student outcomes such as degree awards and progression into employment or further study. After this time, data will be securely deleted from both TargetConnect and the data warehouse.

Aggregated summary output data will not be deleted to allow for trend analysis. No personal identifying information will be used in the outputs of these statistical activities.

Careers Readiness Survey

The Careers Service have developed a Career Readiness process which helps all Heriot-Watt students to reflect on how prepared they are for life after university. As part of the online registration process at enrolment and re-enrolment each year, all students will be asked to indicate their current position regarding career readiness to help us provide the right careers and employability support at the right time during their studies.

Why have we developed this process?

Research has shown that students who are given the opportunity to evaluate their career readiness are more likely to take ownership in seeking out opportunities to support their career development and are more likely to have a successful graduate outcome.

What will students be asked?

In addition to asking students to tell us what, if any, work experience they have gained, we then ask students to self-evaluate their stage of career planning readiness from a set of four statements below:

- I know what I want to do and I know how to achieve my career goal
- I know what I want to do and I need further support to achieve my career goal
- I don't know what I want to do and I need support to help me identify my career goal
- I don't know what I want to do and I'm not ready to start thinking about my future career

How will we use the data?

The Career Readiness information collected will subsequently be used to allow the university to plan targeted, timely interventions to support students with their career plans and employability. Students in each category will receive targeted information/advice from their Careers Consultant based what they have said.

Your rights

You can request access to the information we process about you at any time. If at any point you believe that the information we process relating to you is incorrect, you can request to see this information and may in some instances request to have it restricted, corrected or erased. You may also have the right to object to the processing of data and the right to data portability.

Where we have relied upon your consent to process your data, you also have the right to withdraw your consent at any time.

If you wish to exercise any of these rights, please contact infogov@hw.ac.uk.

Please note that the ability to exercise these rights will vary and depend on the legal basis on which the processing is being carried out.

Complaints

If you wish to raise a complaint on how we have handled your personal data, you can contact the **University Data Protection Officer** (infogov@hw.ac.uk) who will investigate the matter.

If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law, you can complain to the **Information Commissioner's Office (ICO)** <https://ico.org.uk/make-a-complaint/>.

How we protect your data

The Heriot-Watt Careers Service TARGETconnect portal is an online system provided and hosted by GTi Media Ltd.

Access to personal data is restricted to those members of staff who have a requirement to maintain a relationship with you and is controlled through user security profiles. All University employees that are given access to personal data have a contractual responsibility to maintain confidentiality. All university employees regularly undergo GDPR training to ensure that your personal data is used in accordance with the latest regulations.

GTi media acts as the University's data processor and only has access to the system to investigate support issues. The University retains responsibility for all data within the database and Careers Service staff manage the system on a day-to-day basis by updating the appointments and events calendars, approving organisations and managing the vacancies submitted to us.

The University's Agreement with GTi media explicitly defines the security levels that are in place to prevent unauthorised access; it also makes explicit mention that confidential information will not be made available to any third party, and that personal data is processed only within the terms of the contract agreement.

Your personal data will be held on GTi Media Ltd's secure servers located in their datacentre in the UK. These servers are managed by GTi Media Ltd and built to comply with the best practice in internet security.

The Careers Service at Heriot-Watt will also use this system to manage applications by students to industry placements that are integrated into their degree programme and will pass these application details onto employers in accordance with you submitting an application.

How we will communicate with you and your right to opt out of receiving information about careers, jobs and employers

By completing a profile on TARGETconnect, you grant us permission to use your data to **communicate with you** information about the products or services we provide as Heriot-Watt University Careers Service.

Your contact details, including your email(s) will also be used to provide further details, reminders and notifications regarding any activity booked through the Careers Service, to promote career planning advice and relevant job opportunities.

You remain in full control of your information and can adjust your email communications preferences by logging into your user profile at any time.

Keeping your information up to date

The accuracy of your information is important to us. You can view the data held by the Careers Service at any time by logging into your TargetConnect account and selecting 'Me > Profile' from the menu.

Further information and contact

If you have any queries relating to the privacy notice or the way your data is being processed through the TargetConnect career platform, please contact the Careers Service, careers@hw.ac.uk, who are responsible for managing the platform.