

Lancaster University Widening Participation Privacy Guidance & Information 2022-23

What are the activities and events?

Lancaster University runs a full range of activities, events and projects for students from widening participation backgrounds. These take a variety of formats and are delivered both in-person and online. Some of these involve young people applying direct to the programmes (self-select), whilst others are facilitated through school/college partners (school-select).

Who can participate in these activities and events?

Lancaster University funds outreach activities to help young people from less advantaged backgrounds go to university in the future. Our activities and events are targeted and often have conditions of participation, these may include:

Academic criteria

Projects may have academic criteria relating to both current and predicted academic performance in GCSEs and/or A Levels. This is to ensure participants are suitable for the activities and have the ability to progress to Lancaster University in the future.

Widening participation (WP) criteria

Activities or events will ask participants to meet our WP criteria. In most cases participants will need to meet two criteria, these include:

- Live in a target postcode area of the University (POLAR4 Q1, IMD Q1&2, TUNDRA Q1)
- Entitled to free school meals
- Eligible for pupil premium
- From a household with an income of £30,000 or less
- The first in their family to attend university (neither parent obtained a university degree except as a mature student)
- From Black, Asian and Minority Ethnic backgrounds
- Have a disability, mental health problem, Specific Learning Difficulties or on the autism spectrum
- A care leaver or in care
- Estranged from their family
- A young carer (under the age of 18 who looks after a family member or relative)
- From a Gypsy, Roma or Traveller (GRT) communities
- A refugee or asylum seeker
- From a military family

The criteria for each event, project or activity will be clearly communicated throughout the project initiation.

Self Selection Activities/Events/Projects

These projects will gather applications/information via a secure online form or equivalent.

Pre-application

When you apply for the programmes or activities through the Lancaster University website, you are required to provide the following information:

- Full name
- Date of birth
- School
- Address (including postcode)
- A nominated parent or guardian (full name, email address and telephone number)
- Confirmation of academic eligibility i.e. actual GCSE results and predicted A Level or BTEC grades
- Applicable widening participation criteria
- Mobile telephone number
- Email address
- Gender
- Ethnicity

Post-application

In some cases after receiving your application, the outreach team will contact the designated contact at your school or college to request the following information:

- Actual GCSE results and predicted A Level or BTEC grades
- A teacher reference

Next steps: successful application

If you are successfully accepted onto an activity/event or programme, we will contact you to request the following information:

- Written confirmation that you wish to participate in the activity/event or programme
- A designated emergency contact (full name, telephone number and email address);
- Permission to use photography and video of you for publicity purposes (where relevant)
- If you have any pre-existing medical conditions, dietary or accessibility requirements.

School Selection Activities/Events/Projects

These projects work directly with your school/college and you will be asked by your teacher if you wish to participate.

As part of the project process your school/college will provide us with the following information:

- Full Name
- Date of Birth
- Home Postcode
- Anonymised widening participation criteria

What is the Higher Education Access Tracker (HEAT)?

Lancaster University uses the Higher Education Access Tracker (www.heat.ac.uk) (HEAT). HEAT is used by universities to track what happens to the young people who take part in their outreach activities in the future. Specifically, if they go onto university and if they do, which university they choose. To do this, we will share five pieces of information about you (first name, surname, date of birth, postcode and school) and for some projects we will add the applicable widening participation characteristics to your student profile.

Your information will be used for monitoring and tracking purposes and will be used to monitor your progress (including from school to university and to other destinations such as postgraduate study and employment destinations). The information will be used in a number of reports, including both

Lancaster University reports and HEAT reports at a national level. However, the information will be anonymised and individuals will not be identifiable in these reports. As well as with its key personnel and the supplier which maintains its database, HEAT may share your data with official custodians of education data including the Higher Education Statistics Agency, UCAS, the Department for Education, the Office for Students, the National Pupil Database and other agencies for research purposes only (and agreed with the HEAT governance and steering groups). HEAT will only share your data if they are required by law or directed by a court of similar body to do so.

Use of HEAT will help us to evaluate the success of our activities and engagements and make a difference to somebody else's future. This information will help us, and other universities, to find out if outreach programmes help more people go to university.

For more information about HEAT, we recommend that you read the information on their website: <https://heat.ac.uk/data-privacy-participants>).

If you would like to object to your data being entered into HEAT please inform us on outreach@lancaster.ac.uk.

What happens if any of my information changes?

If any of the data that Lancaster University holds about you changes, please inform us as soon as possible to ensure that we can update our records. You can contact us by email on outreach@lancaster.ac.uk, or through your school/college teacher.

How are online events delivered and run?

Our online events are delivered via Microsoft Teams for live, real time events and collaboration. Microsoft Teams will also be used in conjunction with the University website and some activities will also make use of Lancaster's virtual learning environment, OpenLearning.

What is Microsoft Teams and how is it used?

Microsoft Teams is a platform designed for online collaboration. We use this platform for online live stream events and sessions using audio and video feeds. When participating in online events, students will be invited to join the MS system and relevant event 'Team' as an external guest user. To complete this process, we will use the email address provided at the time of application.

Please note: Participant email addresses and names will be visible to other attendees and Lancaster University staff whilst using Microsoft Teams, it is not possible to remove this information. By agreeing to use Microsoft Teams, you are agreeing for this information to be visible to others whilst taking part in the online event.

During live events, there may be the opportunity to actively participate utilising the video and audio features of the system. This will always take place within a managed meeting space with a Lancaster University Student Ambassador or staff member present at all times. You can choose whether to use video and audio features, but please be aware that your ability to participate fully in an activity may be impacted if you choose not to do so.

Please note: All participants will be asked to sign an Online Behaviour Code of Conduct as a condition of participation which outlines behaviour expectations and an individual's key responsibilities when taking part in an online activity. If an individual is found to be in breach of this Code of Conduct, they will be immediately removed from the online session.

All live events facilitated through the Teams system will be recorded by the event organisers for the sole purpose of safeguarding, child protection and behaviour monitoring. These recordings will be stored securely within the system and will only be accessible to nominated staff members for a period in line with the University Data Retention Schedule. Sessions that involve you using video or audio functions to interact will not be shared unless your explicit consent is requested for this.

Please note: the Outreach team will share information with parents or teachers if there is deemed to be a safeguarding and child protection risk or if there is an incident, where an individual displays inappropriate behaviour online. We will not ask for your explicit consent to share information in these circumstances.

How will identifiable information be collected and stored?

All identifiable data will be shared with Lancaster University via a secure online form. Session recordings will be made by the integrated Microsoft Teams recording function. This data will be stored on Lancaster University servers/systems (password protected where appropriate) for a maximum period of 6 years following the event, in line with Lancaster University's Data Retention Schedule for student admissions.

What happens in the case of an unsuccessful application or non-completion of the programme?

If you are not accepted or decide not to complete a programme or activity, the team will delete all identifiable information we hold on Lancaster University systems about you by the end of the academic year (excluding any online session recordings). We will only retain a record of the number of young people that applied or did not complete the programme from each school/college, according to year group.

Will you contact me in the future?

As part of the evaluation process and to review our activities and monitor their impact we would like to contact you in the future to discuss your experiences and the impact it has had on your applications and progress to university. Towards the end of some programmes we will contact you to request for your consent to do this, and if consented will then contact you by email in the future. If you wish to opt out of this once consented or have any questions please email outreach@lancaster.ac.uk.

Questions or concerns

For more information on how we collect, store and use your information please refer to the Lancaster University WP Privacy Notice at www.lancaster.ac.uk/widening-participation/privacy. This also includes information about how we protect your personal data and information relating to your rights under the General Data Protection Regulation (GDPR).

If you would like to speak to someone about how Lancaster University processes and stores your data, including how to request that your data is withdrawn. Please contact the activity manager of your school/college teacher.

For more information on your rights in relation to your own personal data, please visit the University website - www.lancaster.ac.uk/privacy/rights-of-the-data-subject/

If you are not happy with the way the University has handled your concern or complaint then you may submit a complaint to the [Information Commissioner's Office \(www.ico.org/concerns\)](http://www.ico.org/concerns).

Online Behaviour Code of Conduct

We want everyone attending Lancaster University's online activities to enjoy themselves, learn new things, develop skills and to feel welcome, so we ask you to follow our Online Behaviour Code of Conduct

- Act responsibly, appropriate classroom behaviour is always expected. Misuse of audio, video or chat features will not be tolerated.
- Please join the online session promptly from a distraction free environment (where possible). Do not use your mobile phone during sessions unless this is how you are accessing the activity.
- If you are unable to attend an online event, please let the Event Coordinator know in advance.
- Do not share the online invitation link with others.
- Always follow instructions from LU staff and Student Ambassadors. If you are asked to stop doing something, please do so immediately. All online sessions will be recorded for safeguarding and behaviour monitoring purposes.
- Each event will include a welcome briefing and housekeeping instructions from the staff member leading the event. This briefing will be given at the start of the session. Repeated failure to follow the instructions will result in you being removed from the session. For example, if asked to mute your microphone or turn off your camera, please do so.
- Please engage with the session. Listen and contribute your thoughts and questions at signified times. Please keep your audio on mute until you want to speak. If you would like to speak or ask a question, use the raise hand function and then unmute yourself when you are invited to speak.
- Do not try to contact LU staff, Student Ambassadors or your fellow participants through their personal emails or social media accounts.
- LU staff, student Ambassadors or your fellow participants must not contact you through their personal emails or social media accounts. If a member of staff, Student Ambassador or a participant contacts you in this way, please tell a parent, guardian or an LU staff member.
- If you use the chat function, please remember that it is public and everyone can see what you post. Do not share personal details about yourself via the chat function under any circumstances and do not encourage others to do the same. The chat function should only be used during the session and you should not post messages after the session has finished.
- Any 'private' chats conducted between students during sessions can be seen by the Event Coordinator.
- You must not take photographs of the screen or share any images of the online session.

Anti-bullying policy

Online bullying can take different forms, such as:

- Verbal – name calling, making nasty jokes, comments or threats.
- Emotional – excluding or ignoring people.
- Cyberbullying - sending bullying messages, pictures or videos through social media, texts, email etc.

Lancaster University promotes equality and diversity. We want all young people attending programmes to feel welcome and safe.

- We will not tolerate any form of bullying.
- You must show respect and kindness to participants, University staff and Student Ambassadors.
- You must not make remarks that could upset someone based on their gender, sexuality, ethnicity, disability, religious beliefs or lack of religious beliefs.
- If you notice that someone else is being bullied, inform an LU staff member as soon as possible.

Serious misbehaviour policy

If a young person breaches the *Online Behaviour Code of Conduct*, Outreach staff may give a warning or immediately remove the student from the online session. Outreach staff reserve the right to contact parents or teachers and share recordings of any online incidents. Outreach may decide to prevent a student from participating in an online event in the future (depending on the severity of the situation).

What to do if you are concerned about a situation

Participants are very welcome to contact the team via email: outreach@lancaster.ac.uk.

If you feel uncomfortable about a situation, but do not feel able to tell a Lancaster University staff member about it, please talk to a trusted adult (this might be your parent, carer, someone in your family or a teacher at school) and ask for their help.

Health and safety of participants

We take the health, safety and privacy of young people very seriously. Lancaster University's *Safeguarding and Child Protection policy* is available on the LU website:

<https://www.lancaster.ac.uk/media/lancaster-university/content-assets/documents/strategic-planning--governance/publication-scheme/5-our-policies-and-procedures/Safeguarding-Vulnerable-Groups-Guidelines.pdf>

Outreach staff members and Student Ambassadors will complete an enhanced DBS check if they are working online with young people on a regular basis and where supervision cannot be reasonably guaranteed. LU staff and Student Ambassadors also complete Safeguarding and Child Protection training. Online interactions with young people will be fully supervised by LU staff and/or Student Ambassadors avoiding one-to-one, unobserved contact.

Child protection issues

If you need to report a safeguarding or child protection concern, please contact one of the Designated Safeguarding Officers:

Leanne Taher-Bates, Head of Outreach & Student Success, l.taher-bates@lancaster.ac.uk

Carla Lockwood, Widening Participation Manager, c.lockwood@lancaster.ac.uk

Please note: do not provide sensitive information via email. If you have a concern, please make a Designated Safeguarding Officer aware that you wish to have a confidential discussion and a telephone call will be arranged accordingly.