

1. Privacy statement and user terms

The University needs to collect and process personal data 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 \(Symplicity\)](#), [Abintegro](#) and [Meet and Engage](#) software to help administer careers resources, information, advice and guidance to students and recent graduates.

Students and recent graduates access CareerHub (Symplicity) and Abintegro through two connected online portals – [mycareer](#) and [myopportunities](#). Students and recent graduates access Meet and Engage through a standalone [live chat and event portal](#).

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

mycareer and myopportunities are the student and recent graduate access point for Careers Service provision which integrate CareerHub (Symplicity) and Abintegro software.

Students and recent graduates access Meet and Engage through a standalone platform which is linked to from within mycareer and the Careers Service website.

CareerHub (Symplicity)

On commencement of studies at the University of Bristol, a CareerHub (Symplicity) account is created automatically for every new student, based on their details in SITS (the University's student database).

Current students studying at the University access CareerHub (Symplicity) through the University's single sign on system. Shortly after the education end date, current student user accounts are automatically switched to graduate accounts. An automated notification is sent from CareerHub (Symplicity) 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 then, 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 (Symplicity) is available for the duration of studies at the University, and for 3 years after the education end date. After 3 years, CareerHub (Symplicity) accounts are automatically deactivated and data retained only for reporting.

The detailed CareerHub (Symplicity) [privacy policy](#) and [terms of use](#) are available from their website.

Abintegro

Current students studying at the University access mycareer and myopportunities through the University's single sign on system. On first sign on to Abintegro through single sign on, a student or recent graduate will be prompted to register a personal email address and partial date of birth (month and year). These details are required to automate the creation of a graduate account which will be used as an alternative to the University's single sign on system when access to that ceases (approximately 3 months after the education end date).

Shortly after the education end date, current student user accounts are manually switched to graduate accounts by the software supplier as advised by the Careers Service. No automated email is sent from Abintegro to update users of the change, but once the switch has taken place, users are presented with alternative log in options:

- Social login – using Facebook, LinkedIn, or Google+ details directly from users' accounts.
- Email and password – set individually on first login and verified using partial date of birth.

At any time, users can request that their account be deactivated and exercise their 'right to be forgotten'. All Abintegro accounts are automatically deactivated after 6 years of user inactivity (i.e. since the last user login date), and data retained only for reporting.

The detailed Abintegro [privacy policy](#) and [terms of use](#) are available from within the mycareer portal.

Meet and Engage

Current students and recent graduates are prompted to create a record within Meet and Engage on first use of the system (and again each time that cookies are cleared from the cache in their internet browser).

Users are presented with registration options:

- Social login – using Facebook, LinkedIn, or Google+ details directly from users' accounts.
- Name and email address – set individually on first use.

This record will be used each time that a user enters the system to provide continuous service through persistent chat. The standard data retention period is 18 months, at which point all personal data is anonymised. At any time, users can request that their account be deleted and exercise their 'right to be forgotten'.

The detailed Meet and Engage [privacy policy](#) and [terms and conditions](#) are available from their website.

Personal data we hold

Basic user details (name, University email address, and student number) are copied to Abintegro through the University's single sign on system. Date of birth and person email address are provided to Abintegro directly.

Personal data is auto provisioned into CareerHub (Symplicity) 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 addresses and telephone numbers), a limited amount of sensitive personal data (e.g. ethnicity and disability) and some academic details (e.g. course and year of study).

Information relating to disability and ethnicity is held in CareerHub (Symplicity) for reporting purposes only.

Abintegro and Meet and Engage may also collect information about you indirectly using cookies. Further details are available in the Abintegro privacy policy and the Meet and Engage 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
- Anonymous tracking of user journeys using Google Analytics.

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 (CareerHub (Symplicity)).
- Amazon Web Servers (Abintegro and Meet and Engage).

A small amount of personal data may be stored temporarily by CareerHub (Symplicity) or Abintegro for testing purposes or to investigate and resolve technical faults.

Your email address may also be stored temporarily by Mailchimp (in the University Careers Service 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 Careers Service account) for the purposes of sending you newsletters.

Access to personal data stored in CareerHub (Symplicity), Abintegro and Meet and Engage 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 (Symplicity), Abintegro and Meet and Engage 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 (Symplicity) through the University's [StudentInfo](#) system while they are studying. Users can update contact details directly through their [CareerHub \(Symplicity\) account](#), or within Abintegro once the education end date has passed. Any new information you provide will be added to your record on CareerHub (Symplicity) or Abintegro.

Most newsletters and emails for current students are sent using CareerHub (Symplicity) software.

Some newsletters for current students, and all recent graduate newsletters, are sent using the University's Careers Service 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 (Symplicity) 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 CareerHub (Symplicity) [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 (Symplicity) 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.