



The Right to erasure / right to be forgotten – A guide for University of London Worldwide Students

One of the rights in the General Data Protection Regulation (GDPR) is the 'right of erasure' or right to be forgotten. You have the right to ask us to remove or delete data we hold on you.

1. If you simply don't want to hear from us again

The University will, throughout your application and registration, need to send you essential communications about deadlines, exam dates etc.

In regards to our marketing emails or other communications sent after your studies are completed you can ask us to stop contacting you further.

In many cases you can do this yourself by:

- Using the 'unsubscribe' option provided on our emails
- Resetting preferences on VLE forums where you still receive alerts

Please let us know if you are still receiving emails and we will double check all our databases.

2. If you make a formal request for erasure

The University will assess your request and, if the following applies, will delete your data:

- It's no longer needed for what it was collected for
- If you opted in to provide us with your data and now you would like to opt-out
- If think what we have done with your data is unlawful
- If you think we have no legitimate grounds to keep the information
- If this information has to be deleted to comply with the law

If we have made the data public, and this data has been provided to other organisations, we will take reasonable steps to ensure all copies are erased.

The Right to erasure is not an absolute right and the University will not delete your data if we need to retain that data for legal reasons, according to our official powers as a public authority or for statistical purpose.



3. For applicants who do not progress to registration

The University will remove the following:

- Your email will be removed from the contact database or added to a suppression list to ensure you are not contacted again
- Your contact details and address information
- Your application documents and statements, proof of ID etc.
- Correspondence from the University's advice system

The University will keep the following:

Names, Date of Birth and gender are kept for 3 years to prevent duplication and re-application where it is no longer permitted

4. For registered students who complete their studies

The University will remove the following:

Your email will be removed from the contact database or added to a suppression list to ensure you are not contacted again

The University will keep the following:

- Records of your registration and studies are required to be kept for 6 years following the completion of your studies, when it will be removed from the University's systems
- Your engagement with our alumni team will kept according to your preference.
- The University will keep a permanent formal record of your studies and qualifications (the 'Transcript' record)

5. Further information

Further information about your data protection rights can be found on the University's website at: <https://london.ac.uk/about-us/how-university-run/policies/data-protection>

You can contact the University's Data Protection Officer at data.protection@london.ac.uk