

IT Service Management System Privacy Notice

1. Data Controller and Data Protection Officer

The University of Newcastle upon Tyne (the University) is the Data Controller for personal data described in this notice. The contact details of the University's Data Protection Officer are available at: <http://www.ncl.ac.uk/data.protection>

2. Purpose of Processing

The University collects and processes personal data about individuals ("you" or "your") requesting IT services or reporting IT incidents to enable such requests and reports to be dealt with effectively; and to allow you to be kept informed about the outcome.

3. Additional Information

Additional information may be provided by you (e.g. when requesting an IT service or reporting an IT incident) to assist the University with delivery of the service, or resolution of an incident. This information may also be used to assist with the investigation and resolution of similar IT requests and incidents.

4. Lawful Basis for Processing

The University is using its legitimate interests as a lawful basis for processing the personal data detailed in this privacy statement. Those legitimate interests are the provision of effective and efficient IT services to staff, students and other customers of the IT services.

5. Data Retention

Data within the IT Service Management System is retained indefinitely.

6. Data Location

Data within the IT Service Management System is processed and stored at Cold Aisle Containment, 5 Bridge View, Stepney Lane, Newcastle Upon Tyne, NE1 6PN.
All services are then duplicated onto our Henry Daysh Datacentre secondary site.

7. Data Sharing

The University will share the data held in the IT Service Management System as set out below:

Name	Reason for Data Sharing	Role
University of Northumbria at Newcastle	To support provision of an out of hours support service on behalf of Newcastle University	Data Processor

8. Your Rights

You have the right of access to your data; to update, amend and rectify your data. Please contact recman@newcastle.ac.uk to exercise any of these rights.

Author	Date	Version
Kerry Richmond	27/06/2025	2