# Privacy statement for the Requests and Complaints procedure

If you have requested information in an alternative format or made a complaint about one of our websites, this privacy notice provides information on how we use your personal data.

## What personal data will be processed?

The personal data we process is that which you provide to us. This will include your name and email address. It may also include any information you have chosen to share about a condition which has affected your access to the specified webpage or app.

We will also keep records of the communications we send you and any actions we have taken to address your issue.

## Why are you processing this personal data?

We will process your personal data to provide you with the information requested in an alternative format or to deal with your complaint. We will not use your data for any other purpose.

This is in order to meet our legal responsibilities under the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

## What is your legal basis for this processing?

Our lawful basis for processing your information is your consent, as evidenced by your completion of the Digital Accessibility Requests and Complaints Form.

The act of making the websites compliant is a statutory duty of both FX Plus and Falmouth University. If you wish to withdraw this consent, please email [inclusive@fxplus.ac.uk](mailto:inclusive@fxplus.ac.uk).

## Will any data be shared with a third party?

Your information will be used only by those staff who need it to address your request or complaint.

## How long is my personal data kept by the University?

We will continue to keep your data until two years after the resolution of your request or complaint.

## Does this page get updated?

This privacy notice is effective from the 18th of August 2020 and is reviewed annually.