Data Protection Privacy Notice for Clearing Enquirers

**About this notice**

This privacy notice explains how [Queen Mary University of London](https://www.qmul.ac.uk/contact/) (QMUL) processes personal data of individuals who make a call or online enquiry to our Clearing Hotline during its period of operation or otherwise contact us via other means, such as through social media channels, about Clearing enquiries. We will process the personal data you provide to us or that is available to us from third parties such as UCAS.

QMUL is a [data controller](https://www.qmul.ac.uk/governance-and-legal-services/governance/information-governance/data-protection/dp-glossary/) in terms of Article 4 of the U.K. General Data Protection Regulation and we process personal data in accordance with our [Data Protection Policy](https://www.qmul.ac.uk/governance-and-legal-services/media/arcs/policyzone/Data-Protection-Policy-v03.2.pdf).

**How we use your personal data and the legal basis**

We will process your personal data because it is necessary to be able to administer any application to study with a view to any future contract between us and, if you are admitted, to perform our obligations under that contract, and for our legitimate interests in monitoring our recruitment and other processes and identifying fraudulent applications. We may also need personal data to respond to and defend against legal claims. If you provide us with any special category data, this will be processed with your explicit consent

We record telephone calls received during the Clearing period for the purposes of staff training by reviewing samples of telephone conversations conducted and, only as required, to retrieve a call that is the subject of a dispute, complaint or appeal, with a view to establishing the facts and determining the appropriate response or remedy, which will be in exceptional cases. We do this in the interests of offering a good service to any caller and in order to assist with resolution of any issues encountered by an enquirer/prospective applicant.

If you object to this, you will need to end the call when you are told that calls may be recorded or you can contact us after the call to exercise this right.

You can also contact us via other, third party, channels, for example Facebook or WhatsApp, but you should understand that this is with your consent and any personal data shared over those channels is shared at your own risk. QMUL only becomes controller of the data when it is received into QMUL systems.

**Sharing your personal data with others**

Any recorded calls are only used internally and not shared with any third parties unless we are required to do so by law. If you voluntarily communicate with us using a third-party channel, be aware that we have no control over the use of the data by the third party.

**How long your personal data is kept**

We intend to delete all recorded call information by the end of February 2026 at the latest.

**Your rights and further information**

For further information, including on your rights, please see <https://www.qmul.ac.uk/privacy/>

Please contact the [Data Protection Officer](mailto:data-protection@qmul.ac.uk?subject=Data%20Protection%20Query) if you have any questions.