



Acharya Mentoring Ltd

Privacy Notice

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10.08.2025

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Policy Statement

Acharya Mentoring Ltd is an organisation providing NMH support for students in receipt of funding for higher education at University. Acharya Mentoring Ltd is the controller of any personal information you supply us when you use our websites or contact us.

This privacy notice explains how we collect and use your personal information, including how it is stored.

Acharya Mentoring Ltd is registered with the UK Information Commissioner's Office (ICO) – registration number ZB369323.

This document was created in November 2022 and will be reviewed at least yearly, unless there are amendments to legislation and guidance in the interim that require this document to be reviewed sooner.

Who We Are

Acharya Mentoring provides specialist mentoring services for students with mental health conditions, autism spectrum conditions, and other support needs, funded through DSA. Our services are tailored to the individual needs of each student and follow guidance set out by the Department for Education and Student Finance England (SFE).

What information do we collect about you?

We currently collect and process some or all the following information when you interact with our websites, talk to us on the phone, or write to us:

- Full name and contact details (email address, phone number, etc.)
- University or college and course details
- Date of birth and student reference number (if applicable)
- Details of your disability or condition relevant to the support provided
- Copies of Needs Assessment Reports and DSA2 letters
- Session notes and attendance records
- Communication history with you and relevant third parties (e.g., Needs Assessors, universities, SFE/Capita)

How we obtain your information

The personal information that we process when you interact with our websites is provided to us directly by you or by someone acting on your behalf, usually for one of the following reasons:

- An email enquiry
- A form submission through our website
- A telephone conversation
- Written correspondence
- Outputs from our training sessions

How your information is used

We may process your personal information for several different purposes, and we must have a legal ground for each purpose, and so rely on the following:

- We need your personal information because it is necessary to **enter into or perform a contract.**

- We have a **genuine business need** to use your information (e.g., to keep a record of the decisions we make about your application, to keep business records, conduct strategic business analysis, review our business planning and / or develop and improve our products and services). When using your personal information in this way, we will always consider your rights and interests.
- We have a **legal or regulatory obligation** to use your personal information (e.g., to maintain compliance with DSA annual audit requirements).
- To monitor student progress.
- To communicate with Universities, needs assessors, and colleagues.
- You have given us your **consent** to use your personal information (e.g., to manage our mailing lists)

During your interactions with us, there may be the rare times when we must ask you to disclose special categories of information (commonly known as 'sensitive data') e.g., about your health, or a disability, so we can provide the correct support to you. If we do so, we must have an additional legal ground for processing. We will rely one of the following:

- We have your **explicit consent** (e.g., we have asked, and you have agreed, to supply the information)
- It is in the **substantial public interest** (e.g., to prevent and detect fraud)
- To **establish, exercise or defend legal rights** (e.g., legal proceedings are being brought against us or we want to bring a legal claim ourselves)

Sharing your information

We only share your data where necessary, with:

- Your Needs Assessor or Assessment Centre
- Your university or college (relevant support staff)
- Capita or SFE (or other relevant DSA funding bodies)

We do not sell or share your data with any third parties for marketing purposes.

The information you have provided us may also be shared with other third parties for the following reasons:

- If we must disclose your information to comply with a legal obligation (including, but not limited to, exchanging information with firms for the purposes of fraud prevention and safeguarding)

How we store your information

Your information is stored securely and only accessed by appropriate individuals involved with your support. We will keep your information only for as long as is reasonably necessary for the purposes set out in this privacy notice and to fulfil our legal and regulatory obligations.

We have strong internal security measures including suitable firewalls, internal antivirus, and malware monitoring tools, and we regularly conduct vulnerability scans to protect our systems.

Your data protection rights

Under data protection law in the UK, you have several rights, including:

- **Right of access** – you can ask us what information we hold about you and request copies of it
- **Right to rectification** – you can ask us to change any of your information that you think is inaccurate or incomplete
- **Right to erasure** – you can ask us to remove your personal information, in certain circumstances
- **Restriction of processing** – you can ask us to stop processing of your personal information, in certain circumstances
- **Right to object to processing** – you can object to the processing of your personal data, in certain circumstances

We will not ask you to pay any charge for exercising your rights and we will respond to any request under your rights within one month of receipt if we can.

Data Storage and Security

Your data is stored securely on password-protected systems in line with industry standards.

Access is restricted to relevant members of the Acharya Mentoring team. We retain your

data for a minimum of seven years in line with DSA funding and audit requirements.

Your Rights

You have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate data
- Request erasure of data, where applicable
- Withdraw consent at any time
- Lodge a complaint with the Information Commissioner's Office (ICO)

Our contact details

Acharya Mentoring Ltd has a responsibility to ensure that we meet our obligations under the UK Data Protection legislation.

If you have any questions or require further information about your personal data, how to exercise your rights, or to complain about how we have managed your personal data then we can be contacted using email, or telephone:

Telephone: 07714025595

Email: info@acharyamentoring.com

How to complain

If you have any complaints about how we manage your personal data then please contact the Acharya Mentoring Ltd using the contact details above.

You can also complain to the UK independent data protection organisation – the Information Commissioner’s Office (ICO) – if you are unhappy with how we use your data. The ICO’s address is:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

Livechat: <https://ico.org.uk/global/contact-us/livechat>

Website: <https://ico.org.uk/make-a-complaint/>