

Terms and conditions for mycareer and the University of Bristol Careers Service

This document details the terms and conditions for students and graduates engaging with mycareer and the University of Bristol Careers Service.

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1. Privacy statement and user terms

The University of Bristol (“the University”) needs to collect and process your personal data to function effectively as an educational institution and to provide you with the support you require while undertaking your studies. How the University collects, uses and shares personal data, and your rights in relation to the processing of your personal data is detailed in the University’s [Student fair processing notice](#).

This privacy statement relates to personal data held and used by the University of Bristol Careers Service (“the Careers Service”). All personal data collected by the Careers Service will be handled in accordance with the requirements of the General Data Protection Regulation (GDPR) and Data Protection Act 2018. This statement sets out how your personal data will be stored, accessed, and used.

Service access and duration

The Careers Service uses [targetconnect \(supplied by Group GTI\)](#), [Abintegro \(supplied by Access Digital Learning\)](#), [Student Circus](#), [Meet & Engage](#), and [Mailchimp](#) software to help administer careers resources, information, advice and guidance to students and recent graduates:

- targetconnect (part of mycareer), for managing events, appointments, opportunities, articles, and forms.
- Abintegro (part of mycareer), for access to expert careers resources and interactive career tools.
- Student Circus, for access to opportunities for international students at home or in the UK.
- Meet&Engage, for managing the Careers Service’s Live Chat.
- Mailchimp, for sending regular opt-out newsletters including YourCareer, Flying Start and BristolGrad.

targetconnect (part of mycareer)

Once you complete your registration for study at the University, a targetconnect account is automatically created for you, based on personal and contact details held in the central Student Data Model. Your account details are updated overnight, every night, to ensure that changes made to relevant central University records also show in targetconnect.

Students studying at the University access [targetconnect](#) through the University’s single sign on system. On your single sign on access end date, your student account is automatically switched to an alumni account. An automated notification is sent from targetconnect to update you of this change and direct you to the alternative secure sign in facility so that you can continue to access your account.

Alumni access will last for approximately (and no less than) 3 years, at which point a request will be made by the University to targetconnect for the accounts to be deactivated and deleted. Once your account is an alumni type, you can also exercise your 'right to be forgotten' which strips your account of all personal details and retains only a skeleton record for reporting. This can be [requested through the Careers Service](#).

The detailed targetconnect [privacy policy](#) is available from their website.

Abintegro (part of mycareer)

Students studying at the University access [Abintegro](#) through the University's single sign on system. On first sign on to Abintegro through single sign on, you will be prompted to register a personal email address and partial date of birth (month and year).

Your personal email address and partial date of birth are used to create your alumni account, which you can use to log in once your single sign on access ceases. Shortly after your student account is updated to an alumni account in targetconnect, your Abintegro account will also be updated.

Student user accounts are manually switched to alumni accounts by the software supplier by request from the Careers Service. This takes place approximately once per month. No automated email is sent from Abintegro to update you of the change, but once the switch has taken place, you can use the alumni log in option.

At any time, you can request that your account be deactivated and exercise your 'right to be forgotten'. This can be [requested through the Careers Service](#). All Abintegro accounts are automatically deactivated after 6 years of user inactivity (i.e., since your last login date), and data retained only for reporting.

The detailed Abintegro [privacy policy](#) and [terms of use](#) are available online.

Student Circus

Students log in to [Student Circus](#) using single sign on. On first sign on, a personal email address will be requested. This is to enable you to continue to access your account after you leave the University.

If you log in for the first time as an alumnus, you will need to create a new account, using your former University email address for verification.

At any time, you can request that your account be deactivated and exercise your 'right to be forgotten'. This can be [requested through the Careers Service](#). In all other cases, user data will automatically be deleted from Student Circus after 4 years from your last use.

The detailed Student Circus [privacy policy](#) and [terms and conditions](#) are available from their website.

Meet&Engage

All users of Meet&Engage are for an email address on first use of the system (and again each time that cookies are cleared from the cache in their internet browser). This record will be used each time that you enter the system to provide continuous service through persistent chat.

The standard data retention period is 18 months, at which point all personal data is anonymised. At any time, you can request that your account be deleted and exercise your 'right to be forgotten'. This can be [requested through the Careers Service](#).

The detailed Meet & Engage [privacy policy](#) and [terms and conditions](#) are available from their website.

Mailchimp

Your email address, and some aggregate personal information about you may be stored temporarily by Mailchimp (in the University Careers Service account) for the purposes of sending you newsletters.

- Email address: for students, this will be their University email address. For alumni, this will be the personal email address supplied to the University during registration.
- Aggregate personal information: this is limited to first name, last name, student number, current year of study, current level of study, current widening participation flag.

Your data will only be transferred to Mailchimp if you have opted into communications from the Careers Service via targetconnect. At any time, you can also opt out of Mailchimp newsletters specifically through Mailchimp using the unsubscribe link at the end of each email you receive.

Contact and personal information in Mailchimp is refreshed every 3 months by the Careers Service, and the whole audience is deleted once per year over the summer. At any time, you can request that your details are removed from Mailchimp. This can be [requested through the Careers Service](#).

The Mailchimp [privacy statement](#) is available from their website.

Personal data we hold

targetconnect (part of mycareer)

Personal data is transferred into targetconnect from the University's Student Data Model throughout the duration of studies and until the switch to an alumni account. This includes basic personal details (e.g., email addresses and telephone numbers), a limited amount of sensitive personal data (e.g., ethnicity and disability) and some academic details (e.g., course and year of study).

Abintegro (part of mycareer)

Basic details (name, University email address, and student number) are copied to Abintegro through the University's single sign on system to create a user account. Partial date of birth and personal email address are provided to Abintegro directly by you. Abintegro may also collect information about you indirectly using cookies. Further details are available in the Abintegro [privacy policy](#).

Student Circus

Compulsory details (names, personal email address, university email address, university name, contact number, level of study, course name, nationality, visa expiry date, job and internship history) are required from you on sign up. You can also supplement these with voluntary details (CV profile (address/educational experience/work experience/references/skills), uploaded CV, calendar notes and reminder notes). Student Circus may also collect information about you indirectly using cookies. Further details are available in the Student Circus [privacy policy](#).

Meet&Engage

Compulsory details (email address) are provided by you to access the system; information provided in the chat is voluntary and at your discretion. Meet&Engage may also collect information about you indirectly using cookies. Further details are available in the Meet&Engage [privacy policy](#).

Mailchimp

Details added to the Mailchimp audience by the Careers Service are limited to email address, first name, last name, student number, current year of study, current level of study, current widening participation flag.

How we use your personal data

This information is required to allow the Careers Service to administer the careers resources, information, advice, and guidance it provides to students and recent graduates. This will include:

- Scheduling appointments.
- Recording notes of advice and guidance given, and discussions at appointments.
- Booking places for events.
- Providing event signup attendee data to employers delivering presentations and workshops.
- Presenting tailored information via mycareer.
- Distributing tailored information via email.
- Distributing tailored information in the form of newsletters.
- Making telephone calls to offer tailored information or support.
- Conducting statistical analyses.
- Anonymous tracking of user journeys using Google Analytics.

The Careers Service may also provide your contact details to other departments within the University to help them to deliver information or services for current or prospective students (e.g., to provide mentoring opportunities, to seek support alumni panel events, to find speakers at presentations).

Where your personal data is held

All platforms are provided as cloud-based software as a service (SaaS) by third party suppliers, using:

- Amazon Web Servers – Abintegro (Access Group) and Meet&Engage.
- Digital Ocean, London – Student Circus.
- Private cloud, London – targetconnect (Group GTI)
- Private servers – Mailchimp

A small amount of personal data may be stored temporarily by any of these providers for testing purposes, or to investigate and resolve technical faults.

Who has access to your personal data?

Access to personal data stored in targetconnect, Abintegro, Student Circus, Meet&Engage or Mailchimp is limited to University staff who require such access in relation to their role.

Personal information will not be disclosed to third parties (including parents/relatives) without your consent unless there is a legal or 'duty of care' imperative (as set out in the 'Confidentiality' section below).

Some software support staff may occasionally have access to your data to provide support and testing services, such as to resolve technical faults or create bespoke reports.

Updating your data and communication preferences

targetconnect (part of mycareer)

You can update your details in targetconnect through the University's [StudentInfo](#) system while you are studying, or directly in your dashboard once you switch to an alumni account. You can set and change your communication preferences through your dashboard.

Abintegro (part of mycareer)

You can update your personal email address once you have an alumni account. The Careers Service does not send communications to you through Abintegro.

Student Circus

You can update all your details from the point at which you create your account. The Careers Service does not send communications to you through Student Circus.

Meet&Engage

You can use an alternative email address to access Meet&Engage at any point. The Careers Service does not send communications to you through Meet&Engage.

Mailchimp

Your details and communication preferences are taken from targetconnect, so updates made there will also be captured in Mailchimp per the audience update schedule. You can also opt out of any mailing lists that you are part of through Mailchimp, using the unsubscribe link at the bottom of the message

Your contact details in targetconnect will be supplied to the Higher Education Statistics Agency (HESA) for the purpose of conducting the statutory Graduate Outcomes survey, and in accordance with the University's [Student Agreement](#).

More information about the Graduate Outcomes survey is available from the [Higher Education Statistics Agency \(HESA\)](#).

Accessing your personal data

The Data Protection Act 2018 provides you with the right to access the information that we hold about you. Instructions on [how to access personal data held by the University](#) are available online.

Communications

Group GTI and the Careers Service may wish to send you tailored messages, such as news digests, relating to relevant job and career opportunities. These messages will include tailored information about news, vacancies, events, and advertising. You can set your preferences for the types of messages you receive in your account.

Third parties

To be able to effectively administer careers events, the Careers Service may disclose some information to event organisers, such as name, level of study, year of study and academic faculty, school, and department.

Confidentiality

The Careers Service works in accordance with the [Association of Graduate Careers Advisory Services \(AGCAS\) code of practice](#), and adheres to the University's [Education and Student Experience Division Confidentiality Statement](#).

All Careers Service interactions with students and recent graduates are confidential; we will not pass on personal information without the individual's prior permission. We will make any limitations on this clear at the earliest possible stage, including:

- In person appointments may take place in an area that is not private.
- Within the Careers Service, information is shared on a need-to-know basis. The need to know may be concerned with the needs of the individual or with the need to maintain and develop an effective service, including the development of staff.

- The right, in exceptional circumstances, to pass on personal information, where there is a legal or 'duty of care' imperative. This will happen only in very exceptional circumstances and will normally take place only following consultation with a member of the Careers Service's management team and the University's legal team, where necessary. Even in these circumstances, we would normally seek to explain this to the individual concerned.

The factual data an individual gives to the Careers Service is used to compile anonymous statistics about the use of the service. Staff may also record brief, objective information about an intervention with individuals in targetconnect to help them in their work with that individual.

Other staff may have access to such notes, for example, where an individual has been referred for a follow up appointment with another member of staff. This information is kept for three years after graduation, when your eligibility to use the Careers Service ceases.

2. Events

Online conduct

We value the engagement of each attendee at our events and work to ensure all participants have enjoyable and fulfilling experiences. Accordingly, all attendees are expected to show respect and courtesy to other attendees throughout all in-person and online Careers Service events.

All attendees and speakers are required to agree with the following code of conduct, which has been adapted from codeofconduct.com and [Geek Feminism Wiki](https://geekfeminismwiki.com). Organisers will enforce this code throughout our events. We expect cooperation from all participants to help ensure a safe environment for everybody.

We provide harassment-free experiences for everyone, regardless of gender, gender identity and expression, age, sexual orientation, disability, physical appearance, body size, race, ethnicity, religion (or lack thereof), or technology choices.

We do not tolerate harassment of participants in any form. Participants violating these rules may be sanctioned or expelled from the webinar at the discretion of the organisers.

Harassment includes, but is not limited to:

- Verbal comments that reinforce social structures of domination related to gender, gender identity and expression, sexual orientation, disability, physical appearance, body size, race, age, religion, or technology choices.
- Sexual language and images in public spaces.
- Deliberate intimidation, stalking, or following.
- Harassing photography or recording.
- Sustained disruption of talks or other events.
- Unwelcome sexual attention.
- Advocating for, or encouraging, any of the above behaviour.

Participants asked to stop any harassing behaviour are expected to comply immediately. If a participant engages in harassing behaviour, the workshop organisers may take any action they deem appropriate, including warning the offender or expulsion from the webinar.

If someone makes you or anyone else feel unsafe or unwelcome, please contact our team as soon as possible by email to careers-service@bristol.ac.uk. The team can help participants contact local law enforcement or otherwise assist those experiencing harassment to feel safe for the duration of the event.

All our staff are informed of the code of conduct policy and guide for handling harassment at the event, and all reports are confidential. The person receiving your report may involve other staff to manage your report.

During the reporting process, we will ask you to tell us about what happened. This can be upsetting, but we will handle it respectfully. You will not be asked to confront anyone, and we will not tell anyone who you are.

We will only involve law enforcement or security at your request. If you do feel your immediate safety is in jeopardy, please do not hesitate to contact local law enforcement yourself. If you are unable to do this for yourself, please ask a member of the team who can call on your behalf.

Alumni and guest speakers

Any alumni and guest speakers at Careers Service events are either [Bristol Volunteers](#) or representatives of an organisation with which we have a professional connection (e.g. they are seeking to recruit University graduates into roles, they have sector-specific information or advice to offer our students).

All views and opinions that guest speakers share at our events are personal to that speaker, and do not reflect the views or opinions of any associated organisations or the University.

3. Opportunities

Posted opportunities

The Careers Service provides a free opportunity posting service for organisations to support you to find jobs, volunteering, and further study opportunities.

The Careers Service screen opportunity posts for the following before agreeing to publish them:

- Adverts appear to meet our [employer vacancy advertising policy](#).
- Adverts for UK opportunities appear to meet requirements of UK equality legislation.
- Adverts for UK opportunities appear to meet requirements of the National Minimum Wage.

The Careers Service advertise thousands of vacancies each year. Due to the high volume of posts received, the above checks should not be considered a vetting of any organisation.

The University takes no responsibility for organisations' statements or actions. Posts are published in good faith based on information provided by the organisation and this should not be taken as an endorsement of those opportunities and organisations.

It is your responsibility to check that any advert you respond to is genuine on any platform, including mycareer. Any issues pertaining to your application or employment by an organisation is the sole responsibility of that organisation and not of the Careers Service. The University accepts no liability for any loss or damage suffered by you because of taking up an opportunity advertised through the University.

Target emails

The Careers Service offers organisations the option to [send target emails to students](#).

Although the Careers Service conducts basic checks on the text within any target emails sent on behalf of an organisation, they are not legal experts, and the organisation retains responsibility for the content of emails. Any issues pertaining to your application or employment by an organisation is the sole responsibility of that organisation and not of the Careers Service. The University accepts no liability for any loss or damage suffered by you because of taking up an opportunity advertised through the University.

4. Contact

If you have any issues relating to these terms and conditions, wish to exercise your 'right to be forgotten', or wish to have a copy of the personal data we hold in relation to you, please contact data-protection@bristol.ac.uk.