

General Data Protection Regulation (GDPR) compliance statement

The Administration and Records Team sits within the division of Education and Student Success and is responsible for the production of verification of award letters and replacement certificates.

The University's Online Shop is where payments are made for these services.

This statement explains how we use the personal information we collect from you. We may make changes to this information so please check from time to time for any updates.

How we use the data we collect from you

- To assist us with identifying who you are so we can produce a verification of award letter or replacement certificate. We may use information held on your central student record to assist with this process.
- We keep a record of all award verification letters/replacement certificates we produce for tracking and reporting purposes.
- We keep a copy of the verification of award letters and replacement certificates we produce.

We will not share your data with anyone outside of this process without a signed consent from you.

Record retention

- We keep your order request and any relevant email conversations for 6 months.
- We keep a copy of the verification of award letter/replacement certificate for one year.
- Once we have received your information, we will use appropriate procedures and security features to prevent unauthorised access.

The Administration and Records Team adheres to the regulations outlined in the [data protection policy](#).

Please see the [student fair processing notice](#) to find more information on how your data is handled.

Contact us

If you have any questions about this policy, please contact data-protection@bristol.ac.uk or award-verification@bristol.ac.uk.

To exercise any data subject rights requests, please contact the Information Governance team on data-protection@bristol.ac.uk.