



PRIVACY NOTICE – IT SUPPORT HUB

1 WHY WE USE SERVICENOW TO DELIVER THE IT SUPPORT HUB

UCD is committed to protecting your personal data as a fundamental human right. This privacy notice covers the personal data which the University will share, as the data controller, with Fujitsu Ireland and ServiceNow (our partners in the delivery of the IT Support Hub), on your behalf, to provide you with this important service.

2 LEGAL BASIS FOR PROCESSING PERSONAL DATA

The legal basis for UCD to process personal data under GDPR when using the IT Support Hub is “public task”, as the IT Support Hub directly supports staff and students in performing the core functions of teaching and research.

3 WHAT INFORMATION WE SHARE

The following minimum mandatory information is shared with the data controller to enable use of the service:

- UCD username
- UCD email address
- First name
- Surname
- Student, staff or visitor number
- College
- Unit
- PCLS code (indicate organisational role)

4 HOW LONG WE KEEP YOUR DATA

This data will be expunged upon deletion of the associated user record. This will be carried out in accordance with IT Services’ Account and Service Access Procedures [here](#).

5 HOW WE PROTECT YOUR DATA

UCD has advanced IT security measures in place to protect the integrity and confidentiality of the personal data shared with Fujitsu Ireland and ServiceNow. Please ensure that you take care to protect the confidentiality of your UCD Connect user login details including username and password to protect your account.

YOUR DATA PRIVACY RIGHTS

6 RIGHT TO ACCESS

You have a right to make a Subject Access request in relation to the information which UCD, Fujitsu Ireland and ServiceNow are processing as part of your account. Information on submitting a Subject Access request is available from the UCD Freedom of Information Unit at <https://www.ucd.ie/dataprotection/request.htm>

7 RIGHT TO RECTIFICATION

If you identify any inaccurate data which is recorded on your ServiceNow account, you can update this via your SISWeb account.

8 RIGHT TO ERASURE

You have the right to request that UCD erase your personal data under certain conditions.

9 RIGHT TO OBJECT

Under certain circumstances, you can object to the processing of your personal data.

10 RIGHT TO PORTABILITY

Under certain circumstances, you have the right to request that we provide elements of your data in a commonly used, machine-readable format.

11 RIGHT TO LODGE A COMPLAINT

You have a right to report any concerns that you may have about how your personal data is being processed to:

- A. UCD IT Services via the IT Support Hub at <https://www.ucd.ie/ithelp>
- B. The UCD Data Protection Officer at gdpr@ucd.ie
- C. Data Protection Commission. Details of how to lodge a complaint can be found on the DPC [website](#).

DATE	VERSION	APPROVED BY:
Feb 2021	Final Draft of PN	E. Hanratty, UCD IT Services
April 2023	Correct link to IT Services SAP	C.Hackman, UCD IT Services