

Applicant and Enquirer Data Policy

June 2024

Applicant and enquirer data

For the purpose of this section, an applicant is defined as someone who has submitted an application to the RVC and an enquirer is someone who is potentially interested in submitting an application to the RVC but has not yet done so.

To successfully manage and monitor our admissions and enrolment processes at the RVC, we need to collect a range personal of data from both our enquirers and applicants. All data will be collected in accordance with our legal obligations. Full details can be found in our Student Privacy Policy, as published on our website.

Where an enquirer contacts the RVC to request information about our course(s) or the RVC or submits a Prospectus request, their details (subject to their approval) will be held in our customer relationship management system (CRM) to enable monitoring of progression and to inform future recruitment or widening participation activities. They may opt out of this at any time by emailing admissions@rvc.ac.uk.

In accordance with the General Data Protection Regulations (GDPR) and Data Protection Act 1998, the RVC will not enter into any discussion relating to an application with anyone other than the applicant, unless the applicant has provided written permission to do so. Where an applicant has nominated a named person on their UCAS form, this will be accepted as written permission to speak to the named person.

Communication with applicants will predominantly be made via email however we may also contact applicants via letter, telephone or SMS. For applicants who have applied via UCAS, updates of their application will, where possible, be made via the Track facilities in addition to via RVC communications. Emails may be sent from either admissions@rvc.ac.uk or myapplication@rvc.ac.uk and applicants are strongly encouraged to take the necessary steps to ensure emails from these addresses do not end up in spam or junk inboxes

Applicants are responsible for ensuring that their contact details are kept up to date at all times. The RVC cannot be responsible for any messages not received due to inaccurate contact details or emails being incorrectly identified as spam.