

STUDENT SUPPORT AND WELLBEING SERVICES PRIVACY NOTICE

Version: 1.0

Last updated: 27 August 2026

This Privacy Notice is structured in two parts to make the information easier to read and understand. The first two pages provide a concise summary of the key privacy information, including the types of personal data collected, why it is used, who may access it, confidentiality, retention and your rights. The remainder of the document provides the full detailed Privacy Notice, including the information required under Articles 13 and 14 of the General Data Protection Regulation (GDPR).

Key Privacy Information

The Institute of Tourism Studies ("ITS") is committed to protecting your privacy and handling your personal data responsibly. This page provides a summary of the most important information about how your information is used when you access Student Support and Wellbeing Services. Full details are available in the remainder of this Privacy Notice.

What information do we collect?

Depending on the support you request, ITS may collect information such as:

- Your contact and student details;
- Emergency contact information;
- Information about your support needs;
- Records of appointments, referrals and support provided;
- Information relating to your physical or mental wellbeing where relevant to the support being provided.

Why do we use your information?

We use your information to:

- Assess and respond to your support needs;
- Provide wellbeing, counselling, guidance and student support services;
- Arrange appointments and communicate with you;
- Manage safeguarding, welfare, health and safety concerns;
- Coordinate support and referrals where appropriate;
- Comply with legal and regulatory obligations.

Who can access your information?

Your information is only accessible to authorised personnel who require it to provide support or perform their professional responsibilities.

Information may also be shared with:

- Relevant ITS personnel involved in supporting you;
- External professionals or support services where appropriate;
- Competent authorities where required by law or necessary to protect a person's safety or wellbeing.

Is my information confidential?

Yes. Information shared with Student Support and Wellbeing Services is treated confidentially.

However, ITS may share information where there is a serious safeguarding concern, a risk of harm to you or another person, a legal obligation to disclose information, or another lawful basis that permits disclosure.

How long is my information kept?

Your information is retained only for as long as necessary in accordance with ITS's Data Retention Policy and applicable legal requirements.

What are my rights?

Subject to the GDPR, you may have the right to:

- Access your personal data;
- Correct inaccurate information;
- Request deletion or restriction in certain circumstances;
- Object to certain processing activities;
- Withdraw consent where consent is relied upon;
- Lodge a complaint with the Information and Data Protection Commissioner (IDPC).

Need more information?

If you have questions about how your information is used or wish to exercise your rights, please contact:

Data Protection Officer [dpo@its.edu.mt]

The following sections provide detailed information required under Articles 13 and 14 of the General Data Protection Regulation (GDPR).

The Institute of Tourism Studies (“ITS”, “we”, “us” or “our”) is committed to protecting your personal data and respecting your privacy. This Privacy Notice explains how the Student Support and Wellbeing Services collect, use, store, share and protect your personal data when you access wellbeing, liaison, counselling, career guidance, referral, case management or online support services. It also explains your rights under the General Data Protection Regulation (“GDPR”), the Data Protection Act (Chapter 586 of the Laws of Malta) and other applicable data protection legislation.

1. Data Controller

The Institute of Tourism Studies (ITS) is the data controller responsible for determining the purposes and means of processing your personal data.

Contact Details:

- Email: dpo@its.edu.mt
- Address: ITS Malta, Aviation Park, Aviation Avenue, Ħal Luqa, LQA 9023

We have appointed a Data Protection Officer (DPO) to oversee compliance and address any questions or concerns you may have. You can contact the DPO at the above email address for privacy-related inquiries or to exercise your rights.

ITS acts as the data controller for all personal data processed in connection with the Student Support and Wellbeing Services, including intake processes, wellbeing interventions, career guidance support, referrals, case management activities, and online support sessions. ITS determines the purposes and means of processing personal data and is responsible for ensuring that such processing is carried out in accordance with applicable data protection legislation. Authorised members of the Student Wellbeing Department, including Student Liaison Officers, Student Wellbeing Professionals, Student Career Advisors, and designated management personnel, process personal data under ITS's authority and in accordance with ITS policies, procedures, and confidentiality obligations.

Where personal data is shared with external professionals, support services, healthcare providers, regulatory authorities, law enforcement agencies, or other third parties, such disclosures will only take place where there is a lawful basis to do so, including where consent has been obtained, where disclosure is required by law, or where necessary to protect the vital interests, safety, or wellbeing of the student or another individual. This framework ensures that personal information is handled securely, confidentially, and only on a need-to-know basis, thereby promoting transparency, accountability, and the effective delivery of student support services.

ITS recognises that some students accessing these services may be in particularly vulnerable circumstances. Accordingly, special care is taken to ensure that personal data is handled

fairly, confidentially, securely, and in a manner that respects the dignity and wellbeing of the student.

2. What Personal Data Do We Collect?

The personal data collected will depend on the nature of the support requested, the information you provide during your interactions with the Student Support and Wellbeing Services, and any information received from an authorised referral source. Where information is necessary to assess your needs, manage safeguarding risks or provide appropriate support, failure to provide it may limit the assistance ITS can provide.

Depending on the support requested, we may collect and process the following categories of information:

Identification Information

- Name and surname
- Student code
- Date of birth
- Age
- Nationality
- Gender (optional)
- Programme of studies
- Academic year
- Mode of attendance
- Email address
- Mobile number
- Preferred communication method

Emergency Contact Information

- Name of emergency contact
- Relationship to the student
- Contact details
- Secondary emergency contact (where provided)

Emergency-contact information is collected to enable ITS to contact an appropriate person where necessary to address a serious welfare, health, safety or safeguarding concern. Before providing another person's information, you should inform that person that their details have been shared with ITS and direct them to this Privacy Notice where practicable.

Student Support Information

- Referral information and source of referral
- Presenting concerns and support needs
- Records of appointments and attendance
- Case notes and support records
- Referrals made to internal or external services
- Follow-up activities and outcomes
- Student support summaries
- Academic support recommendations
- Access arrangements
- Referral records

Special Category Personal Data

In order to provide appropriate wellbeing and support services, we may process information relating to:

- Physical health conditions
- Mental health and wellbeing
- Previous counselling or therapy attendance
- Medication and treatment information
- Family and social circumstances
- Other sensitive personal information that you voluntarily disclose and which is relevant to the support being provided

Some support records may contain special category personal data, particularly information concerning physical or mental health. Depending on the nature of the support requested and the information voluntarily disclosed by the student, records may also contain other sensitive information where this is relevant and necessary for the provision of support services. ITS will only collect and record information that is relevant, adequate and limited to what is necessary for the purposes for which it is processed.

Online Support Information

Where support services are delivered online, we may process information relating to your participation in sessions conducted through approved digital communication platforms.

Online support sessions must not be recorded, photographed, screenshot, reproduced or distributed without prior authorisation. ITS personnel will not record a session unless recording is necessary for a specific lawful and agreed purpose and the required written consent and safeguards are in place.

3. How We Obtain Your Personal Data

In most cases, we collect personal data directly from students during intake meetings, support sessions, referrals, correspondence, or online interactions. We may also receive information from authorised ITS personnel, educational records, referral sources, healthcare professionals, external support providers, emergency contacts, or other individuals involved in supporting a student, where there is a lawful basis to do so.

4. Purposes and Legal Bases

Your personal data is collected and processed to ensure the effective delivery of services and compliance with statutory requirements. This section outlines the main purposes for which your data is used, as well as the legal grounds that authorise such processing.

Your personal data will be processed for the following purposes:

- To assess your support needs.
- To provide student wellbeing, counselling, guidance, welfare, safeguarding and related educational support services.
- To identify, assess and respond to welfare, safeguarding, health, safety or wellbeing concerns affecting students.
- To arrange and manage appointments.
- To communicate with you regarding support services.
- To maintain support records.
- To coordinate support between authorised Student Support and Wellbeing personnel.
- To facilitate referrals where appropriate.
- To protect the wellbeing and safety of students and others.
- To comply with legal, regulatory and safeguarding obligations.
- To monitor and improve the effectiveness of support services.

Student Support and Wellbeing Services form part of ITS's commitment to supporting student wellbeing, safety, inclusion, guidance and educational success. Personal data is processed only where necessary to provide appropriate support, fulfil safeguarding responsibilities, protect the welfare of students and comply with applicable legal and regulatory obligations.

Where appropriate, ITS may create concise support summaries containing only the information necessary to support students effectively. These summaries may be used in place of full reports so that access to sensitive information is limited and data minimisation principles are respected.

Legal bases:

- Article 6(1)(e) GDPR – Public Task

ITS processes personal data where necessary for the performance of tasks carried out in the public interest in connection with the provision of student support, wellbeing, safeguarding, counselling, guidance and related educational support services.

- Article 9 GDPR – Special Category Personal Data

As part of the Student Support and Wellbeing Service, ITS may process special category personal data, including information relating to a student's physical health, mental health, wellbeing, disability, safeguarding concerns, and any support needs disclosed by the student. ITS will process such data only where a valid condition under Article 9 GDPR applies. In particular, such processing may be necessary for the provision of wellbeing, counselling, pastoral, educational support or related support services; for reasons of substantial public interest were permitted by law; to protect the vital interests of the student or another individual; or where the student has provided their explicit consent, where consent is the appropriate legal basis. Such information will be accessed only by authorised personnel with a legitimate need to know and will be handled in accordance with applicable data protection legislation and confidentiality obligations.

- Article 6(1)(c) GDPR – Legal Obligation

ITS may process and disclose personal data where necessary to comply with legal, regulatory, safeguarding, child protection, health and safety, reporting or other statutory obligations.

- Articles 6(1)(d) and 9(2)(c) GDPR – Vital Interests

In exceptional circumstances, ITS may process personal data where necessary to protect the vital interests of a student or another person, including situations involving a serious and immediate risk to life, health or safety.

- Articles 6(1)(a) and 9(2)(a) GDPR – Consent

Where an activity is genuinely optional and ITS determines that consent is the appropriate lawful basis, personal data will only be processed following the student's consent, or explicit consent where required. Consent may be withdrawn at any time without affecting the lawfulness of processing carried out before its withdrawal.

5. Data Sharing, Recipients and Service Providers

Access to student information is restricted according to role and operational need. Depending on the support being provided, authorised access may be granted to Student Liaison Officers, Student Wellbeing Professionals, Career Advisors, Learning Associates, Academic Managers, authorised members of the Registrar's Office, and other authorised personnel involved in the delivery of support services.

Authorised ITS Personnel: Personal data may be shared with Student Liaison Officers, Student Wellbeing Professionals, Student Career Advisors, the Manager of the Student Wellbeing Department, and other authorised ITS personnel involved in the provision, coordination, supervision, or management of student support services.

External Professionals and Support Services: Where appropriate and necessary to support a student, personal data may be shared with external healthcare providers, wellbeing professionals, counselling services, social support agencies, or other relevant service providers, subject to an appropriate lawful basis and, where required, the student's consent.

Competent Authorities: This may include safeguarding authorities, educational authorities, health services, social support agencies and other authorities where disclosure is authorised or required by applicable law or is necessary to protect the welfare, safety or wellbeing of a student or another individual.

Service Providers: ITS may engage third-party service providers that support the delivery, administration, hosting, security, or maintenance of its systems and services. Such providers are contractually required to implement appropriate security measures, maintain confidentiality, and process personal data only in accordance with ITS's instructions and applicable data protection laws.

Accountability and Confidentiality

All persons who access or process personal data in connection with Student Support and Wellbeing Services are required to maintain the confidentiality of such information and to process it only for authorised purposes. Access to personal data is restricted to individuals who require the information to perform their professional duties, provide support services, fulfil safeguarding responsibilities, or comply with legal obligations.

Unauthorised access, disclosure, use, retention, or sharing of personal data is prohibited and may result in disciplinary action, termination of access rights, legal action, and/or notification to the relevant supervisory or regulatory authorities where required.

Confidentiality is an important component of Student Support and Wellbeing Services. However, information may be shared where necessary to protect a student or another person from harm, to address safeguarding concerns, to comply with legal obligations, or where disclosure is otherwise authorised or required by law.

6. Transfer of Your Personal Data

ITS primarily stores and processes personal data within Malta and the European Economic Area (“EEA”). However, certain information systems, communication platforms, cloud services or technical support arrangements may involve personal data being accessed, stored or otherwise processed outside the EEA.

Where personal data is transferred outside the EEA, ITS will implement an appropriate transfer mechanism in accordance with the GDPR. This may include an adequacy decision adopted by the European Commission, European Commission Standard Contractual Clauses, together with supplementary safeguards where required, or another lawful transfer mechanism.

You may contact the Data Protection Officer for further information about applicable international transfers and the safeguards used.

7. Automated Decision-Making and Profiling

ITS does not use personal data processed through the Student Support and Wellbeing Services to make decisions based solely on automated processing that produce legal or similarly significant effects on students.

8. Data Retention

ITS retains personal data processed through the Student Support and Wellbeing Services only for as long as necessary to fulfil the purposes for which it was collected, including the provision of support services, case management, safeguarding responsibilities, compliance with legal and regulatory obligations, and the protection of the rights and interests of students and ITS.

Student support records, including intake forms, case notes, referral records, correspondence, and other related documentation, are retained in accordance with ITS's Data Retention Policy and applicable legal requirements. Once the applicable retention period has expired, personal data will be securely deleted, destroyed, anonymised, or otherwise disposed of in a manner that prevents unauthorised access or disclosure.

Where personal data is required for the establishment, exercise, or defence of legal claims, ongoing investigations, safeguarding matters, audits, or compliance purposes, ITS may retain the information for a longer period where permitted or required by law.

Further information regarding applicable retention periods may be obtained by contacting the Data Protection Officer.

9. Your Rights

ITS is committed to maintaining the confidentiality of your personal data and will assist you in exercising your rights.

Subject to the conditions and limitations under the GDPR, you may have the right to:

- obtain confirmation as to whether ITS processes your personal data and request access to it;
- request correction of inaccurate or incomplete personal data;
- request erasure of personal data in certain circumstances;
- request restriction of processing in certain circumstances;
- object to processing where such processing is based on legitimate interests;
- receive a copy of personal data you provided to ITS in a structured, commonly used and machine-readable format where the processing is automated and/or based on consent or contract. This right does not apply to processing necessary for a public task; and
- withdraw consent at any time where processing is based on consent, without affecting the lawfulness of processing carried out before withdrawal.

These rights are not absolute and may be restricted where ITS is required or permitted to continue processing information for safeguarding, legal, professional, record-keeping or other lawful purposes. Requests may be submitted to the Data Protection Officer at dpo@its.edu.mt.

We are committed to working with you to obtain a fair resolution of any complaint or concern about privacy. If, however, you believe that we have not been able to assist with your complaint or concern, you have the right to make a complaint to the Office of the Information and Data Protection Commissioner of Malta via their website <https://idpc.org.mt>

10. Security of Your Data

ITS is committed to protecting the confidentiality, integrity, and availability of personal data processed through the Student Support and Wellbeing Services. Appropriate technical and organisational measures are implemented to safeguard personal data against accidental or unlawful destruction, loss, alteration, unauthorised disclosure, unauthorised access, or any other form of unlawful processing.

Access to student information is restricted to authorised personnel who require access in order to perform their professional responsibilities, provide support services, fulfil safeguarding obligations, or comply with legal requirements. All personnel handling student information are subject to confidentiality obligations and are required to process personal data in accordance with ITS policies and applicable data protection legislation.

ITS employs appropriate physical, technical, and administrative safeguards to protect both electronic and paper-based records. Personal data is stored securely and access controls are applied to ensure that information is only accessible on a need-to-know basis.

While ITS takes reasonable steps to protect personal data, students also play an important role in safeguarding their information. Students should exercise caution when communicating personal information electronically and should promptly notify ITS if they become aware of any actual or suspected unauthorised access, disclosure, loss, or misuse of their personal data.

ITS regularly reviews and updates its security measures to ensure that personal data remains adequately protected and that security practices remain appropriate to the nature, sensitivity, and risks associated with the information being processed.

11. Changes to This Notice

We may update Our Privacy Notice from time to time. We will notify You of any changes by posting the new Privacy Notice on this page and update the "Last updated" date at the top of this Privacy Notice.

You are advised to review this Privacy Notice periodically for any changes. Changes to this Privacy Notice are effective when they are posted on this page.

12. Contact Us

If you have questions or concerns regarding the way in which your personal information has been used, please contact dpo@its.edu.mt