



University of Essex



# Student Address Policy

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# Student Address Policy

## 1. Overview and purpose of policy

The Student Address Policy ('the policy') sets out the University's approach towards the management of postal addresses for all its students. The policy establishes clear definitions for different types of addresses and ensures that the University is able both to retain appropriate and accurate address data to enable contact with students at relevant times and to meet its legal and external obligations, particularly to allow the University to fulfil its obligations under UK Visas and Immigration requirements as a Student Sponsor and the provision of data to the Higher Education Statistics Agency (HESA).

## 2. Types of Addresses

The University holds different types of addresses for students, which are described below:

**2.1 Contact Address** is the local, term-time address in the UK of the accommodation used by a student during their period of study.

**2.2 Permanent Address** is the address of a student's permanent home as determined by the student, which is often but not always where they return during vacation periods.

**2.3 Trusted Contact Address** is the address of the person the student has provided as their trusted contact. University staff may use the Trusted Contact details in the event of a serious incident or emergency where we consider a student's health, wellbeing or welfare to be at risk. The details may also be passed to relevant statutory services. The University understands that, depending upon a student's individual circumstances, one or more of these addresses may be the same.

## 3. Recording and management of student addresses

**3.1** All students are required to provide an accurate and up to date contact address to ensure the University is able to meet its duty of care responsibilities and statutory obligations.

**3.2** All student addresses are recorded on the University's Essex Student Information System (ESIS) on the basis of information provided during the application and subsequent registration processes. Addresses are managed in accordance with the principles of data protection law (the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 (together UK GDPR)) and University policy in this area, including the relevant privacy notices, all of which can be found on the [University's Privacy Statements Hub](#).

**3.3** The management of student addresses is the overall responsibility of the Academic Section in conjunction with the Corporate Information Systems (CIS) team within Digital Information and Technology Services.

3.4 Address information is monitored regularly throughout the year and appropriate steps taken to ensure it is accurate so that the University is able to meet its operational and legal requirements. Departments, Schools and Centres and other relevant units are required to report concerns about address data relating to individual students to the Student Services Hub so that relevant action may be taken.

3.5 Students are required to: provide and update their Contact and Permanent address at the beginning of each academic year of their course; check their addresses are accurate on a termly basis; and update their record when their address changes. Where a Contact address is changed or amended, the student is required to ensure the address is a valid UK address.

3.6 Where address information is deleted or amended, ESIS retains previously held information in line with Home Office Student Sponsor Guidance and holds a record of who made the change and when. (see section 5.1).

3.7 Regular checks are undertaken to ensure all students have a valid UK address recorded on ESIS. A formal process exists for cases where no address is recorded (see section 4).

3.8 Where a member of University staff becomes aware that a student is subletting their University accommodation, which results in inaccurate address data being held on ESIS or elsewhere for one or more students, the member of staff is required to report the case to the Student Services Hub to ensure the relevant record(s) may be amended.

3.9 As a Student Sponsor, the University is required to hold accurate and up to date contact address information for all students who have Student Immigration permission. International students who are sponsored by the University to study in the UK are required to provide accurate contact address information to support the requirements of the UK Government. Failure to provide this information or keep it updated in line with paragraph 3.5, will be treated as a breach of the University General Regulation 7.30 (.pdf).

3.10 In addition to the arrangements established by this policy, the recording of UK contact addresses of students subject to immigration permission to study in the UK is also monitored and managed in accordance with the requirements of the UK Government via the Home Office. Separate processes are approved by the Academic Registrar as Immigration Authorising Officer to meet these requirements and communicated to students as required.

3.11 The University will take action in line with the Code of Student Conduct (.pdf) in relation to any student who provides invalid or inaccurate address information.

3.12 Student address data held on ESIS is used for all other University systems. Where a member of staff is registered as a student or a registered student is employed as a member of staff, and a Contact address is provided within the context of employment or study that differs from existing address data, the University accepts the most recently provided Contact address and all systems are amended accordingly so that one Contact address is held.

## **4. Retention of address data**

4.1 When a student completes their programme of study, ESIS retains the Permanent address as recorded at the point of graduation in accordance with the University's Data Retention Policy. The Contact address at the point of completion of study is removed and replaced by the Permanent address. Students are provided with an opportunity to amend the Permanent address during the graduation period, after which it is transferred to the Alumni database from where individual Alumni may update their contact details through the Alumni portal. Students applying for further study are required to verify or amend the Permanent address (where it is still held) as part of the application and registration process for the new programme of study. Address data held on the Electronic Student File (ESF) are retained in line with the University's *Data Retention Policy*.

4.2 Trusted contact addresses are not retained once a student has completed their period of study. Students applying for further study are required to supply new Trusted contact information as part of the application and registration process for the new programme of study.

4.3 Student address data held in ESIS over the duration of a student's study are periodically copied to databases used solely for statutory reporting and auditing. These data are provided to HESA and the Office for Students as part of our HESA Student and HESA Data Futures returns, who may not follow the same retention arrangements as those that are applied by the University.

## **5. Policy review**

5.1 The Policy is reviewed at least annually and more frequently if required to ensure it continues to meet the University's legal and operational requirements. The review process includes seeking input from all relevant stakeholders, and any proposed changes will be submitted to the University Steering Group for consideration and approval.



## Document Control Panel

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