

From: Freedom of Information

Sent: 11 November 2020 16:04

To:

Subject: Freedom of Information Response (Our Ref: K/20/416)

Dear

Freedom of Information Response (Our Ref: K/20/416)

Thank you for your Freedom of Information (FOI) request dated 19 October 2020, reference K/20/416.

Your request read:

“1. Does your school/institution actively search through students' private social media accounts to:

- a) Look for negative comments (i.e. against other students or staff members)
- b) Gauge your institution's standards (i.e. the type of feedback your institution receives)
- c) Safeguard students' well-being (i.e. to try and spot the early signs of suicidal thoughts)

[Please indicate which of the above you do/don't do.]

2. Does your school/institution employ any kind of software that helps you search through students' private social media accounts for certain comments or images?

3. Does your school/institution have a policy in place which allows for the monitoring of students' private social media accounts?

4. Is your school/institution looking to employ software and/or policies that will enable you to monitor students' private social media accounts in the future?

5. If the answer is "yes" for question 4, what reason is given for this?”

Whilst the University does use the social media listening tool, Pulsar, to look for stories and mentions of the institution on social media, we do not routinely monitor student social media. We therefore hold no information in relation to questions one or two.

We do not have any policies or documents which explicitly relate to student social media. We therefore do not hold any information relevant to question three. We would, however, review relevant social media if it was flagged to us as part of a complaint or other disciplinary matter. In such cases the relevant post(s) would be considered in line with the [General University Disciplinary Regulations](#).

We have no intention or plan to employ software or policies to monitor student social media in future. We therefore hold no information in relation to questions four and five of your request.

We hope this information is helpful. If you have any questions about this email, however, please do not hesitate to contact us on foi@leeds.ac.uk

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you can request an Internal Review. Requests for Internal Review should be made in writing using the following contact information:

Post: Mr D Wardle
Deputy Secretary
The University of Leeds
Leeds
LS2 9JT

Email: foi@leeds.ac.uk

Requests for Internal Review should be submitted within 40 working days of receiving the University's response to your request. Further information about how the University manages Freedom of Information requests and about our complaints procedure is also available on our website (www.leeds.ac.uk).

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the review/complaints procedure provided by the University. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Kind regards

Chloe Wilkins
Freedom of Information Officer

Secretariat
University of Leeds