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Author	Head of Information Assurance and Governance
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1.0	Approved document	C Milne, Head of Information Assurance and Governance	03 January 2018
1.1	Minor updates: award ceremonies updated	C Milne, Head of Information Assurance and Governance	12-Feb-18

ACTIVITY	SCOPE	SCOPE INCLUDES ...	DEFINITIONS	NOTES	LEGAL BASIS FOR PROCESING (ARTICLE 6 or ARTICLE 9)
Enquiry Handling		Activities include: recording enquiries (if required for statistical or compliance purposes).	<i>Enquiries</i> means requests for information about the institution or its activities, facilities or services. Enquirers may be employees or students, or external organisations or individuals.	Consent where a person has volunteered their personal data through the course of making an enquiry. A legal obligation to manage enquiries may arise in some areas e.g. Freedom of Information (Scotland) Act 2002.	Article 6, Consent 1 (a)) or Article 6, Legal obligation 1(c)), as appropriate.