



STUDENT FINANCIAL SERVICES PRIVACY STATEMENT

Overview

Student Financial Services (SFS) is committed to assisting students and families achieve their educational goals by providing financial information and resources in a professional and individualized manner through effective communication. We are responsible for the preparation and distribution of billing statements for tuition, fees, room, board and other related charges. Our staff processes payments, assists students in setting up payment plans, protects student registrations, issues refunds, and collects on defaulted student accounts.

What information do we collect?

In order to provide quality assistance to students and families, our office will collect information from you to verify identity, communicate via phone or email, understand enrollment, and process financial transactions as part of helping you achieve your educational goals.

When visiting the payment gateway or Wingspan, as appropriate, you may be asked to submit personally identifying information to confirm identity and do business relating to your Winthrop student account.

How do we use your information?

Any of the information we collect may be used in one of the following ways:

- To personalize your experience (your information helps us to better respond to your individual needs)
- To improve our products and services based on feedback you provide to us
- To process transactions (payments, payment plans, refunds)
- To send emails (our office will only send emails to students and families with information that is directly related to services provided by our office and/or Winthrop University. Your email is never shared with third party providers without your consent).
- To verify authorization of information (In order to protect the privacy and confidentiality of our students (as federally required under the Family Educational Rights and Privacy Act, [FERPA](#)), SFS staff members cannot disclose any non-directory student information to anyone other than the student unless the student has given specific written consent)

How do we protect your information?

Student data is protected by the Family Educational Rights and Privacy Act of 1974 (FERPA). With few exceptions, the University cannot disclose any non-directory student information to anyone other than the student unless the student has given specific written consent.

Student Financial Services staff members receive yearly training on FERPA rights and practices. Staff are also trained to follow the privacy and confidentiality practices outlined in this statement. We also implement a variety of security measures, both physical and through the use of technology, to maintain the safety of your personal information.

SFS adheres to the safeguarding rules of the Gramm-Leach-Bliley Act (GLBA) by ensuring the confidentiality of student information.

Can information be corrected?

Our Office works closely with all students regarding appropriate data entries. If you have any questions, or objections regarding the validity of your data, please contact our office as soon as possible if you believe there is an issue.

Information shared with outside parties

SFS staff members cannot disclose any non-directory student information to anyone other than the student unless the student has given specific written consent. Students have a variety of ways to share access to information with third parties for use in our department including written permission forms and online authorized user access.

Exceptions: Information may be shared with trusted third parties who assist us in providing services related to Winthrop student and faculty/staff accounts including (but not limited to):

- Third party payment gateway vendor who provides online payment abilities, payment plans and online account access.
- Credit/debit card payment processing vendor.
- Outside collection agencies who use information to contact and receive payments related to past due accounts.
- Whenever we believe release is appropriate to comply with the law, enforce our site policies, or protect ours and other's rights, property, or safety.

Third party links

Occasionally, at our discretion, we may include links to third party sites on our website. Please be aware that we have no control, responsibility, or liability for the content and activities of these linked sites. These third party sites have separate and independent privacy statements and we encourage our users to be informed and aware and to read the privacy statements of any other site that collects your personal information. However, we continually seek to protect the integrity of our site and welcome any comments for improvements, including any links to third party sites.

Compliance with the other jurisdictional privacy regulations

Other states or countries may have privacy regulations which serve to protect their citizens. For example, the European Union General Data Protection Regulation (GDPR) is a European Union (EU) legal framework for data privacy and security of personal data for individuals within the EU. The GDPR sets forth obligations for organizations that collect, use, share, and store personal data of constituents who reside in the European Union.

Students, or potential students have created a contractual need with Winthrop University to collect and retain certain data at the time of submitting an application for enrollment. Personal information is required by the University as an essential part of the academic process and must be retained per legal requirements.

For non-students, Winthrop University is committed to securing the appropriate consent (opt-in) in the collection and processing of personal data. If you have any questions, or objections to the collection, use and retention of your personal data, on legitimate grounds, Winthrop University shall consider all requirements of notice, choice, transfer, security, data integrity, and access. Please direct any questions you may have concerning Winthrop University's obligations and compliance with GDPR to privacy@winthrop.edu.

How long do we keep your information?

Personal data will be retained in this office in accordance with applicable federal and state laws, regulations, and accreditation guidelines, as well as University policies. Personal data will be destroyed when no longer required for University services and programs, upon request or after the expiration of any applicable retention period, whichever is later. GDPR, or other jurisdiction privacy regulations, do not supersede legal requirements that Student Financial Services maintain certain data.

Your Consent

By enrolling in Winthrop University you have created a contractual need that requires the sharing of required personal information. Your consent was established at the time of enrollment.

By giving us your information via email, phone, fax, website, or other communication methods, you consent to our Privacy Statement.

Changes to this Privacy Statement and University Policy.

Any changes to this policy will be posted to this website and the date noted at the bottom. Winthrop University policies, including our [University Privacy Policy](#), may be found in the Winthrop University [Policy Repository](#).

Last updated: July 23, 2019

Contact Information:

If you have any questions regarding this statement please contact:

Student Financial Services
sfs@winthrop.edu