Student Data Privacy Statement

Last Revised: 24th May 2018

Introduction

The University of Nottingham Students’ Union promises to respect any personal data you share with us, or that we get from other organisations, and keep it safe. We aim to be clear when we collect your data and not do anything you wouldn’t reasonably expect.

Developing a better understanding of our members through your personal data allows us make better decisions, communicate more efficiently and, ultimately, helps us to reach our goal of having a positive impact with every University of Nottingham student.

Where we collect information about you from

We collect information in the following ways:

When you become a MEMBER

Each year that you enroll on a University of Nottingham accredited course you automatically become a member of the University of Nottingham Students’ Union, unless you contact us and tell us otherwise. The University of Nottingham annually shares a register of members with us, which includes information about you and your course. When the University gives us this data we become responsible for it and will use this as our core central record of your membership.

When you give it to us DIRECTLY

You may give us your information in order to sign up to a student group, committee role, for one of our events, undertake research activities, use our advice service, purchase our products or communicate with us. When you give us this information we take responsibility for looking after it and we will cross reference this data against our register of members.

When you give it to us INDIRECTLY

Your information may be shared with us by independent organisations, including the University of Nottingham or event partners. These independent third parties will only do so when you have indicated that you have given consent to share this data with us. You should check their Privacy Policy when you provide your information to understand fully how they will process your data.

When you give permission to OTHER ORGANISATIONS to share

We may combine information you provide to us with information available from external sources in order to gain a better understanding of our members to improve our communication methods, products and services.
The information we get from other organisations may depend on your privacy settings or the responses you give, so you should regularly check them. This information comes from the following sources:

**Third party organisations**
You may have provided permission for a company or other organisation to share your data with third parties such as the Students’ Union. This could be when you buy a product or service, register for an online competition or sign up with a comparison site.

**Social Media**
Depending on your settings or the privacy policies for social media and messaging services like Facebook, WhatsApp or Twitter, you might give us permission to access information from those accounts or services.

**Information available publicly**
This may include information found in places such as Companies House and information that has been published in articles/ newspapers.

**When we collect it as you use our WEBSITES**
Like most websites, we use “cookies” to help us make our site – and the way you use it – better. Cookies mean that a website will remember you. They’re small text files that sites transfer to your computer (or phone or tablet). They make interacting with a website faster and easier – for example by automatically filling your name and address in text fields. There are more details in our Cookies Statement, which can be found on our website at [https://www.su.nottingham.ac.uk/privacy/](https://www.su.nottingham.ac.uk/privacy/)

In addition, the type of device you’re using to access our website and the settings on that device may provide us with information about your device, including what type of device it is, what specific device you have and what operating system you’re using. Your device manufacturer or operating system provider will have more details about what information your device makes available to us.

**When you BUY A PRODUCT from us**
To place an order with us online or in store, we may request certain information including your name, delivery address and email address. To purchase online you may also need to login to our membership system. This information is required to enable us to process your order and notify you of its progress. Once an order has been placed, we may contact you by email to confirm your order details and again once your order has been accepted and despatched. Should we need to contact you for any reason regarding your order, we will use the email address registered to your account, or the telephone number where provided.

**What personal data we collect and how we use it**
The type and quantity of information we collect and how we use it depends on why you are providing it.
Our Members

If you are one of our members the University, in response to their obligations to you, provide us with a set of key information you provided at enrollment. When you use our services or participate in one of our activities we will use this information to provide the best possible standards of administration and communication. The information is provided to the Students’ Union under a data sharing agreement with the University.

In addition when you attend an event, join a student group or use one of our services we may ask for additional information such as:

- Your date of birth to ensure compliance with age-related laws
- Your bank details to facilitate payments
- Information relating to your health if you are taking part in a high risk activity
- Any disabilities so that we can provide assistance where needed

We will mainly use your data to:

- Administer your membership of the Students’ Union
- Administer your membership of clubs, societies, groups and networks
- Provide you with the services, products or information you asked for
- Keep a record of your relationship with us
- Ensure we know how you prefer to be contacted
- Understand how we can improve our services, products or information

Building profiles of members and targeting communications

We use profiling and screening techniques to ensure communications are relevant and timely, and to provide an improved experience for our members. Profiling also allows us to target our resources effectively, which members consistently tell us is a key priority for them. We do this because it allows us to understand the background of the people who study at the University and helps us to deliver appropriate services and information to members who need it.

When building a profile we may analyse geographic, demographic and other information relating to you in order to better understand your interests and preferences in order to contact you with the most relevant communications. Your data would only ever be analysed or profiled through encrypted and protected data processes, which only ever identifies broad statistics. In doing this, we may use additional information from third party sources when it is available.

How we keep your data safe and who has access

Personal data collected and processed by us may be shared with Students’ Union employees and volunteers and, under strictly controlled conditions, the following groups where necessary:

- Contractors
- Advisors
- Agents
- Service provider partners
When we allow access to your information, we will always have complete control of what they see, what they are allowed to do with it and how long they can see it. We do not sell or share your personal information for other organisations to use.

We undertake regular reviews of who has access to information that we hold to ensure that your information is only accessible by appropriately trained staff, volunteers and contractors.

Some of our suppliers run their operations outside the European Economic Area (EEA). Although they may not be subject to the same data protection laws as companies based in the UK, we will take steps to make sure they provide an adequate level of protection in accordance with UK data protection law. By submitting your personal information to us you agree to this transfer, storing or processing at a location outside the EEA.

We may need to disclose your details if required to the police, regulatory bodies or legal advisors.

We will only ever share your data in other circumstances if we have your explicit and informed consent.

Communications Preferences

Membership Communications
As a member we believe we have a legitimate interest in informing you about what we’re doing to represent you, the products and services we offer, and opportunities that might be of interest to you. You may opt out of these communications at any stage by clicking the unsubscribe link contained within the email or the notice sent at the beginning of term. As a charity we need to fundraise to provide the services we offer to University of Nottingham students and we operate a number of social enterprises to do this. You will be more familiar with some of the activities, which include the on-campus bar Mooch, events and balls, our retail SPAR shops, Portland Coffee Company, Portland Clothing Company, Print Shop, and promotions and offers which we secure on your behalf. We believe that as members of the Students’ Union we have a legitimate interest in telling you about these services and events. We do not sell or share personal details to third parties for the purposes of marketing.

Controlling what you want to hear about
We make it easy for you to tell us how you want us to communicate, in a way that suits you. If you don’t want to hear from us, that’s fine. Just let us know when you become a member and get your activation email; or opt out /unsubscribe using the link on any emails we send you. Alternatively, contact OS-SUDataProtection@Nottingham.ac.uk.

Keeping your information up to date
We mostly use the record of members provided by the University of Nottingham to maintain accurate data about you as described above. We really appreciate it if you let us know if your contact details change.
How long we keep your data

Whenever we collect or process your personal data, we'll only keep it for as long as is necessary for the purpose for which it was collected.

At the end of that retention period, your data will either be deleted completely or anonymised so that it can be used in a non-identifiable way for statistical analysis and business planning.

Some examples of data retention periods:

- Your core membership data is retained in full for 3 years after the summer in which you leave the University. It is then anonymised and retained for a further 3 years before it is deleted.
- Personal data relating to financial transactions with the Union is maintained for 6 years.
- Personal data relating to services provided by the Student Advice Centre are maintained for 6 years.
- Personal data relating to elections is maintained for 1 year.

Explaining the legal bases we rely on

The law on data protection sets out a number of different reasons for which a company may collect and process your personal data, and when we process your data we will have carefully assessed the lawful justification for doing so. These include:

Consent
In specific situations we can collect and process your data with your consent, for example when you tick a box on a form to receive more information about a topic.

Contractual obligations
In certain circumstances, we need your personal data to comply with our contractual obligations and this might not always be a written contract. For example, if you purchase an event ticket or student group membership.

Legal obligation
In specific situations, we require your personal data to comply with our legal obligations, for example in supporting the democratic processes to elect student representatives, Officers and committee members, or comply with Health and Safety obligations.

Legitimate interest
In certain circumstances we require your data to pursue our legitimate interests in a way which might reasonably be expected as part of running our organisation and which does not materially impact your rights, freedom or interests.

For example:

- When you enroll at the University of Nottingham you automatically become a member of the University of Nottingham Students’ Union and we process your data to administer that membership. We will also use your contact details to send you membership and direct marketing information by email, telling you about products and services that we think might interest you.

- If as part of a student group you submit expenses we need to process your data in order to reimburse you.
If you visit the Student Advice Centre, the information you give us will only be used to record your enquiry and give you the help you need. We’ll keep it securely and confidentially for six years.

Understanding our data security measures

The Students’ Union operates a Data Protection and Information Security Policy for our employees and volunteers. All employees and volunteers handling data are required to undertake general data protection training and third parties handling data are required to provide a contract which meets the requirements of the Information Commissioner’s Office.

The Students’ Union does not store any sensitive payment data on our systems following online transactions.

Your right to know what data we hold about you, make changes or ask us to stop using your data

You have a right to ask us to stop processing your personal data, and if it’s not necessary for the purpose you provided it to us for (e.g. processing your membership or registering you for an event) we will do so. Contact us on OS-SUDataProtection@Nottingham.ac.uk if you have any concerns.

You have a right to ask for a copy of the information we hold about you. If there are any discrepancies in the information we provide, please let us know and we will correct them.

If you want to access your information, please complete the Subject Access Request Form with a description of the information you want to see and the required proof of your identity and send it by post to the Data Protection Manager, University of Nottingham Students’ Union, Welcome Zone Reception, Portland Building, University Park, Nottingham NG7 2RD.

Contacting the regulator

If you have any questions then please contact the Students’ Union in the first instance at OS-SUDataProtection@Nottingham.ac.uk.

If you feel that your data has not been handled correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the Information Commissioner’s Office.

You can contact them by calling 0303 123 1113. Or go online to www.ico.org.uk/concerns (opens in a new window; please note we can't be responsible for the content of external websites).

Changes to this statement

We may change this Privacy Statement from time to time. If we make any significant changes in the way we treat your personal information we will make this clear on our website or by contacting you directly.