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.

Facilitating our legal requirements, organisation policy and services to our customers (consumers) through using your personal data allows us to make better decisions, communicate more efficiently and, ultimately, ensure you receive the services required.

Where we collect information about you from

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.

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 at 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.

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. In registering as a customer we will ask you to provide us with the following personal information:
We will mainly use your data to administer our contracted duties with you and to send you carefully selected information about our products and services.

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.

If you provide us with your Student ID number in store (such as by using MealCard) this will allow us to track the products you purchase, provide better customer service standards and develop the product range we offer to students.

How we keep your data safe and who has access

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, contractors and suppliers operating under contract.

Some of our suppliers run their operations outside the European Economic Area (EEA). Although they may not be subject to 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.

Keeping your information up to date

We request that suppliers, contractors and clients make best attempts to ensure data held by the Students’ Union is up to date and accurate. In the event of any changes to data or the discovery of any inaccuracies please contact your Students’ Union contact in the first instance. Further queries could be directed to OS-SUDataProtection@Nottingham.ac.uk.

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.

For example:

- personal data relating to financial and business transactions with the Union is maintained for 6 years.
- personal data relating to items that are purchased online (such as associate/student group membership, tickets or merchandise) is retained for 3 years from the summer in which the membership expires/student leaves. It is then anonymised and retained for a further 3 years before being deleted.

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 if/when you become a member and get your activation email; choose to opt out/unsuscribe using the link on any emails we send you. Alternatively contact OS-SUDPDataProtection@nottingham.ac.uk

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 certain forms.

*Contractual obligations*

In certain circumstances, we need your personal data to comply with our contractual obligations. For example, if you purchase merchandise or tickets from our online store.

*Legal obligation*

In specific situations, we require your personal data to comply with our legal 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. We will also use your contact details to send you direct marketing information by email, telling you about products and services that we think might interest you.

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 card 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 may 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. Union policy) 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 using your usual contact. Alternatively, you can contact us 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 (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.