

UCSU Guest, Supplier and Client Data Privacy Statement

Version number: 1.0

Policy Owner: Data Protection Officer

Last Revised: May 2018

Review Date: July 2018

This document is to be reviewed biannually (January and July)

Introduction

University of Chichester Students' Union ("we", "our", "us" or "UCSU") 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.

This Privacy Statement discloses the information practices for the UCSU, including the type of information gathered, how the information is used, our policy regarding sharing information with others organisations.

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

Where we collect information about you from

We collect both Personal Information and Anonymous Information from you when you visit ucsu.org, use our facilities or engage in business opportunities with UCSU.

"Personal Information" means any information that may be used to identify an individual, including, but not limited to: a first and last name; e-mail address; a home, postal or other physical address (when using services designed to deliver or send items to you) or other contact information necessary to provide a service that you requested.

"Anonymous Information" means information that is not associated with or linked to your Personal Information; Anonymous Information does not permit the identification of individual persons.

We collect information in the following ways:

When you give it to us directly

You may give us your information in order to sign up to our website, purchase our products or communicate with us. You will need to provide: Full Name / Email Address / Telephone Number. When you give us this information we take responsibility for looking after it.

You may also give us your information as a supplier of the Students' Union or when you register as a client with the Students' Union. In each circumstance we will require certain pieces of personal data. Depending on the structure of your business and arrangement with the Students' Union you will provide all of, or some of the following: Full Name / Role / Business Name / Role / Email Address / Postal Address / VAT Reg / UTR / Bank Details / Insurance details. We will use your data to administer our contracted duties with you and undertake reference checks where appropriate.

When you give it to us indirectly

Your information may be shared with us by independent organisations. 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 website

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.

As you navigate the site, certain information will be collected automatically. This data helps us to improve the content of the site and to customise the content or layout of the site for you.

You can set your browser to notify you when you receive a cookie, giving you the chance to decide whether to accept it. You can also set your browser to turn off cookies. If you do so, however, some areas of the site may not function properly. There are more details in our [Cookies Statement](#).

When you buy a product from us

To place an order with us online, registration is required. At the point of registration, we request certain information including your name, delivery address and email address. 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 dispatched. 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. In store you are under no obligation to provide us with this information.

If you make any purchases through the site, we will record your billing address, however we do not record your payment card details. This information is collected through Sage Pay, our online payment provider. No card payment details are stored through the site.

CCTV

CCTV is used for maintaining the security of property and premises and for preventing and investigating crime; it may also be used for monitoring staff when carrying out work duties. We use CCTV in three core areas where images may be routinely captured and stored for a limited period, these include Zee Bar (BOC), The Hub (BRC) and The Shop (BOC).

Photography & Videography

Photographs and videos are taken at our events, fixtures and during operational hours across our venues and the University Campuses. Images are used for marketing and promotional activities and may also be used for preventing and investigating crime. If you do not wish to have your photo taken, please speak directly to the photographer or contact the Duty Manager on shift.

You should be made aware e.g. via location warning notice, verbally or via a consent process prior to the taking of photographs or film recording, both of the purposes and the location(s) where the photographs or film will be made available.

How We Use Your Information

This privacy statement tells you what to expect when UCSU collects personal information. The type and quantity of information we collect and how we use it depends on why you are providing it.

UCSU process personal information about:

- Members
- Staff, Volunteers, Contractors
- Trustees
- Customers, Suppliers, Professional Advisers and Consultants
- Business Contacts
- Donors and friends of the Students Union
- Complainants, Supporters, Enquirers
- Advisers and representatives of other organisations

UCSU process personal information to enable us to give a broad range of services to our members, including the administering memberships; The balloting of members and potential members; Providing and organising activities for Union members; Promoting and running Welfare and Commercial activities and all other interests of the charity; Supporting and managing our members, employees, volunteers, customers/suppliers and contractors and; Maintaining our own accounts and records.

How we keep your data safe and who has access to it

We safeguard the Personal Information you send to us with certain physical, electronic, and managerial procedures.

When we process your data, we will have already carefully assessed the lawful justification for doing so, the parameters in which the data is processed, the length of time the data is held for and the secure storage of your data.

The Students' Union defaults to the [University of Chichester's Privacy Standard](#). 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.

Personal data collected and processed by us may be shared with Students' Union employees, full-time and part-time officers 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.

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.

Data Retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances you can ask us to delete your data: see below for further information. In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes, in which case we may use this information indefinitely without further notice to you.

Controlling what you hear from us

Your information shall not be used for the purpose of marketing products or services of external organisations or individuals other than UCSU. Information we send to you will relate directly to the operational activities of UCSU or to products and services provided by UCSU which are of genuine benefit to students, in line with [The Privacy and Electronic Communications \(EC Directive\) Regulations 2003 \(PECR\)](#)

If you don't want to hear from us, that's fine. Just let us know. You may opt-out from receiving emails by notifying us at the address specified at the bottom of any unwanted email or by contacting the DPO via SUDPOfficer@chi.ac.uk.

Keeping your information up to date

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your working relationship with us. Where personal information changes please make direct contact with your Students' Union Point of Contact, by emailing studentsunion@chi.ac.uk or contacting our Data Protection Officer directly: SUDPOfficer@chi.ac.uk in order to update your records.

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 SUDPOfficer@chi.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, you must complete the [Subject Access Request Form](#) with a description of the information you want to see and the required proof of your identity by post to the Data Protection Officer, University of Chichester Students' Union, Bishop Otter Campus, College Lane, Chichester, West Sussex, PO19 6PE. We do not accept these requests by email so we can ensure that we only provide personal data to the right person.

If you have any questions please send these to SUDPOfficer@chi.ac.uk, and for further information see the [Information Commissioner's guidance here](#).

You have the right to object to the processing of your personal data for the purposes listed above and request that it be stopped. To do this, please contact the University's Data Protection Officer at SUDPOfficer@chi.ac.uk stating the grounds for your objection.

If you wish to complain about any aspect of our information rights practice you may do so by contacting the Information Commissioner's Office via www.ico.org.uk/concerns.

Safeguarding

Although we predominantly provide services to over 18s there is a chance that children, young people and vulnerable adults may be involved with Students' Union staff, elected

officers or representatives and/or volunteers through a variety of activities, visits or even as members.

The Students' Union is committed to promoting the wellbeing and enjoyment of everyone involved in Union activities and protecting their personal data while in the company of Students' Union staff, elected officers or representatives and volunteers.

The Students' Union regards anyone under the age of 16 as a child for the purposes of data protection.

Children have the same rights as adults over their personal data and can exercise their own rights as long as they are competent to do so. Where a child is not considered to be competent, an adult with parental responsibility may exercise the child's data protection rights on their behalf.

The Students' Union defaults to the University of Chichester's Safeguarding Policy and other associated policies where required.

Other Websites

Ucsu.org contains links to other websites. We are not responsible for the content, accuracy or opinions expressed in such web sites, and such websites are not investigated, monitored or checked for accuracy or completeness by us.

Inclusion of any linked web site on or through the Website or the Service does not imply approval or endorsement of the linked website by us. If you decide to leave the Website and access these third-party sites, you do so at your own risk.

About this Notice

This privacy notice was drafted with clarity in mind. It does not provide exhaustive detail of all aspects of UCSU's collection and use of personal information. However, we are happy to provide any additional information or explanation needed.

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.

If you have any questions, comments or suggestions, please let us know by contacting:

Data Protection Officer
University of Chichester Students' Union
College Lane
Chichester
PO19 6PE

Email: SUDPOfficer@chi.ac.uk.

Further Information

You can view UCSU's entry on the Data Protection Register on the Information Commissioner's Office website.

For further guidance on matters relating to Data Protection and Privacy, please refer to Information Commissioner's Office: www.ico.gov.uk.