

## **UUEAS Privacy policy - Members**

The Union of UEA Students (The Union) is an independent charity, whose primary goal is to represent the students at the University of East Anglia. Every student at UEA is automatically a member of The Union and it is our purpose is to enrich the life of every UEA student. The Union is committed to ensuring that all data held by it is processed in accordance with the Data Protection Act 1998 (“DPA”).

The Union is a data controller for the purposes of the DPA and is obliged to keep your personal data secure and process it fairly and lawfully.

By giving the Union your personal information, you consent to the Union's use of your personal data in accordance with this policy.

We are committed to preserving the privacy of all our members and users. Please read the following privacy policy to understand how we use and protect the information that you provide to us.

By providing the Union with your details whether by registering, placing orders on our websites, joining clubs, societies or other Union activities, registering at the Union Advice Centre, or becoming a councillor or a course representative you consent to the collection, use and transfer of your information under the terms of this policy.

## **Information that we collect from you**

Through the variety of routes you might choose to engage with us you may be asked to provide certain information about yourself including your name, contact details, personal identification information, credit or debit card information, course and School of study, mode of student and fees status. By joining student groups, this may tell us something about your personal lifestyle that would constitute sensitive personal data as defined by the DPA – see below. We may also collect information about your usage of our websites through analytics and cookies (see below) as well as information about you from e-mails or letters you send to us.

## Our Definitions of Data for use with this Policy

Contact details	Personal Information	Sensitive Information
First Name Last Name Card Number Card Swipe Number University User ID Mobile Phone number Email Address	Age Range – (under 18, 18-24, 25-35, 36+) Term Time Postcode (first part) Country Gender Nationality Year of Study Mode of Study Student Type (level of study) Study Status Course Name Department Name Faculty Name Home Postcode (first part) Study Site Placement Expected course end date Fee status Bank Details History of purchases Subject matter of any advice requested from the Advice Service	The Data Protection Act defines sensitive personal data as;  Racial or ethnic origin Political opinions Religious beliefs Trade union membership Physical or mental health Sexuality Criminal offences  We may record and process this information through <ul style="list-style-type: none"> <li>• Student Group Membership</li> <li>• Campaign groups</li> <li>• Employment records</li> <li>• Advice Centre Records</li> </ul>

## Use of your information

Your information will enable us to;

- To supply you with information you have requested,
- To confirm orders, bill you and to contact you where necessary concerning any on-line orders you make.

- To administer, support, improve and to develop our services and activities.
- To give you advice and assistance
- To represent you to the University and other local and national authorities or agencies
- To keep an internal record of advice given
- To prepare anonymous statistics of the types of case handled and the outcomes achieved
- To allow you to vote in union elections
- To notify you about changes to our services
- To ask for feedback about our services
- Manage and support Clubs, Societies or other student groups you may join

## Disclosure of your information

The table below details how we might share your information with third parties. The information you provide to us will be held on our computers in the EU and may be accessed by or given to our staff and student representatives where necessary. Your information may also be accessed by or given to third parties located in the UK whom we contract to act for us in assisting us in processing your information, fulfilling orders, processing credit and debit card payments and providing us with support services, such as IT and web support.

Your information may be used by elected officers, student representatives and staff within the union for the purposes of our normal business, services and activities. We may contact you about any of our services and activities by post, telephone or email. If you would prefer us not to contact you in this way in the future, please let us know, by emailing [toby.cunningham@uea.ac.uk](mailto:toby.cunningham@uea.ac.uk). Any subscription email you elect to receive will have the option for you to unsubscribe at any time.

We may share some of your personal information with the University and in giving us your information you are consenting to this. This information will be held by the University. We will not share any sensitive personal data with the University or anyone else without gaining your prior explicit consent. See the schedule below to see how we might share your data with the University.

Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us to any other parties without your consent.

UUEAS service	Type of data collected for the purpose of the UUEAS Service	How we use this data	How will we share this data and with whom?	How long will we keep this data for?
Union Advice Service	Contact details, personal information and sensitive information you have given us about your case	To: <ul style="list-style-type: none"> <li>• contact you to arrange appointments or discuss your case</li> <li>• supply you with information you have requested</li> <li>• give you advice</li> <li>• assist you with formulating appeals, complaints or take other steps to progress your case</li> </ul>	This data will only be shared with the University or any other third party with your consent as required to assist you with your case except as set out in the Advice Service Lever Policy	The last action on the case plus 6 years
Student Activities	Contact details  Sensitive information (this may not be data relating to you but it will relate to the	To enable the committee members, staff and officers to contact you about the group you have joined and other services the union offers	For the purposes of the Higher Education Achievement Records (HEAR) your membership of committees of students groups will	3 years after leaving the student group

	Clubs and Societies that you become a committee member of and persons with access to HEAR records may make assumptions about you based on your role)		automatically be shared with the University unless you tell us not to. You will be able to do this through our website	
Campaigns	Contact details	To inform you of activities around the campaign you have joined and other campaigns you might be interested in	We will not share this information with the University unless we expressly inform you we intend to do so, for example in the form of a petition	1 year after campaign finished
Entertainments and Bars	Contact details	For competitions and to inform you of services and activities we offer  Keep a record of persons involved in accidents, injuries and incidents	We will not share this information  We will share your data with the University and or the Police if this involves a breach of the Union's	5 years  The last action on the case plus 6 years

			code of conduct, University Rules and Regulations or alleged criminal activity	
Box Office	Contact details, bank information, transaction history	To conduct transaction at your request and to inform you of services and activities we offer. You can opt out of this	We will share your information with our contracted external provider to conduct banking transactions	7 years after last purchase
Website	Contact details, personal information and sensitive information in student group membership	<p>To inform you of services and activities we offer</p> <p>Purchasing tickets, merchandise and student group membership</p> <p>To inform you of activities around the campaign you have joined and other campaigns you might be interested in</p> <p>To enable the committee members, staff and officers to contact you about the group you have joined</p>	<p>Our website is provided by the National Union of Students, they have a privacy policy on their site.</p> <p>Your contact data will be shared with NUS if you opt in for this and they will email you about their activities and services</p> <p>For the purposes of the Higher Education</p>	5 years after expected graduation date

			Achievement Records (HEAR) your membership of committees of students groups will automatically be shared with the University unless you tell us not to.	
Marketing and Comms	Contact details and personal information	To contact you about union activities, campaigns and services  You may opt out of being provided this information	We will not share this data with third parties	5 years after expected graduation date
Elections	Name Student ID Registration Number Level of Study	To set up a secure voting website to enable voting of elected posts and to inform you of voting opportunities	We will share your data with an external contracted on-line election provider who will only use the data for the purposes of Union Elections	1 year
Trustees	Contact details and some personal information	To invite you to meetings, send you information.	Trustees personal information is shared with the	7 years after leaving office

			Charity Commission – which is publicly displayed on their website	
Course Reps and Councillors	Contact details and personal information	To invite you to meetings, send you information.  To gain your feedback on your experience	We share your personal data with the University so that they may contact you for the same purposes	5 years after expected graduation date
Housing, Home Run and Home Let	Contact details and personal information	To verify your status as a student to allow you to use the website	Home Run website is provided by a third party and their privacy policy is on the website	

## Use of Cookies

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to owners of the website. The Union of UEA Students Union only use cookies for our site statistics package and which allows us to collect information about how visitors use our site. We use the information to compile reports to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited. We collect this information in a way which does not identify anyone. If you would like your computer to decline these cookies, you can



do this by disabling all cookies in your internet browser settings - please refer to your browser's "help" menu for instructions.

## **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy and cookie statement. You should exercise caution and look at the statements and policies applicable to the website in question

## **Security and data retention**

We employ security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage. We will retain your information for a reasonable period or as long as the law requires please see the Data Collection Table to see the records retention schedule

## **How will I know about your policy?**

This policy will be on our website – when you register with the Advice Centre or join a student group you will be made aware of this policy. This policy will be on display in our licensed premises and be available from our Welcome and Information Desk.

## **Opting out**

If you would prefer us not to contact you in the future, please let us know, by emailing [toby.cunningham@uea.ac.uk](mailto:toby.cunningham@uea.ac.uk). Any subscription email you elect to receive will have the option for you to unsubscribe at any time.

## **Access to your Information and Correction**

You are entitled to request access to any personal data concerning you which is held by the Union. If you wish to do so, you should make a written request (known as a subject access request) to Information and Compliance Officer. We want to make sure your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate'

The Union's Information and Compliance Officer is Toby Cunningham you can contact him at [toby.cunningham@uea.ac.uk](mailto:toby.cunningham@uea.ac.uk)

This policy will be reviewed biannually the next review is due April 2016

## How to make a Subject Access Request

You are entitled to request access to any personal data concerning you which is held by the Union. If you wish to do so, you should make a written request (known as a subject access request) to the Information and Compliance Officer. The Union is entitled to charge a fee for processing this request and will aim to provide you with the information within 40 days of the request. There may, however, be circumstances in which the Union cannot release information to you, for example, where it contains personal data about another client or third party.

We want to make sure your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

The Data Protection Act entitles individuals to request access to personal information that the Union is holding about them. This is known as a Subject Access Request. Requests must be made in writing and you can use the application form below and your request must be accompanied by a standard fee of £10. Persons making the request will also be required to confirm their identity.

To request information held about you, please follow the steps below:

- ✓ Subject Access requests must be made in writing and you must be clear what you want, to make this easier you may wish to print out and complete the form below
- ✓ Enclose a cheque for £10 made payable to the Union of UEA Students
- ✓ Enclose copies of 2 documents as proof of your identity
- ✓ Send all documents to the Information and Compliance Officer, The Union of UEA Students, Union House, UEA, Norwich, NR4 7TJ

## What happens to a request

1. On receipt of all relevant documentation the Information and Compliance Officer will contact the appropriate departments to obtain the data. In order to locate the correct information the Information and Compliance Officer may ask the person making the request to give an indication of the types of data they wish to see, what activity the information might relate (being a member of a student's group, employment, ticket purchase) where they believe the data is being stored.

2. The Information Policy and Compliance Manager will consider the rights of third parties who have contributed information to the individual's file(s). If possible, third parties will be anonymised prior to the information being released, if this is not possible, the consent of the third party to release the information to the person making the request will be sought. Where consent cannot be obtained or is refused,

the Information Policy and Compliance Manager will consider whether it is reasonable to release the information in accordance to the Data Protection Act.

Some kinds of information are exempt under the Data Protection Act.

3. Where appropriate, the information will be released to the person making the request. All requests will be dealt with within 40 calendar days of the receipt of payment.

# Data Protection Act 1998: Request for Information

Name: \_\_\_\_\_ Telephone: \_\_\_\_\_

Contact Address: \_\_\_\_\_

\_\_\_\_\_

E-mail: \_\_\_\_\_@\_\_\_\_\_

How would you like to receive the information requested?

(Please tick one option)

By email	By post	View in Person (copies will be available to take away)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please use this space to describe the data which you wish to see. The Union will be able to process your request more rapidly if you are able to include details such as dates, and the locations in which you believe the data are held.

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- ✓ Please complete the form and return it to the Information and Compliance Officer The Union of UEA Students, Union House, UEA, Norwich, NR4 7TJ

together with:

- ❖ the fee of £10 in a cheque made payable to "The Union of UEA Students";
- ❖ copies of two documents (such as a passport, birth certificate, driving licence or campus card) to enable us to verify your identity.

You should bear in mind that, in dealing with this request, the Information & Compliance Officer will have access to the data you have described above

Office Use Only

Fee:	ID:	Reply:	Visit: