

Students Privacy Notice

Introduction

Falmouth & Exeter Students' Union ('the SU') is a data controller and is committed to protecting your personal data and working in accordance with all relevant data protection legislation.

This privacy notice explains how the SU processes and uses the personal data we collect from and/or in relation to its student members.

Developing a better understanding of our members through your personal data allows us to make better decisions, communicate more efficiently and, ultimately help us to reach our goal of having a positive impact on every University of Exeter (Cornwall Campus) and Falmouth University student.

Where we collect information about you

The SU may hold data relating to you from a number of sources.

Data you provided to your University

Some of the data we hold on students is data that you provided to your University¹, either before you commenced your studies or during your time as a student and which, in turn, the University has provided to us².

Data you provided to the SU direct

This may include any forms you complete for us, documents including medical evidence/diagnosis of a disability, study needs assessment reports, appointment details, phone calls and emails.

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 are small text files that sites transfer to your computer (or other digital device). They make interacting with a website faster and easier – for example, by automatically filling your name and address in text fields.

¹ i.e. University of Exeter or Falmouth University

² The SU has data sharing agreements with each of the University of Exeter and Falmouth University. To request a copy of those agreements, email the SU at dataprotection@thesu.org.uk

In addition, the type of device you use 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 are 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

Our records may include:

- Personal Identifiers and biographical Information – for example your student ID number and your date of birth
- Contact details – for example your address, email address and telephone number
- Sensitive personal data –for example, information about a disability
- Dates of meetings held with you
- Family details – for example details of other family members with whom you have given us consent to liaise

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

- Your bank details to facilitate payments
- Information relating to your health - if you are taking part in a high-risk activity

Primarily, the SU will use your data to:

- Provide you with the services, products or information you asked for
- Administer your membership
- 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

The Student Opportunities Team uses your data in relation to your participation in the SU's various clubs and societies. Examples include:

- Administering your membership
- Arranging and administering relevant affiliations
- Facilitating your participation in events and activities
- Supporting the administration of your club or society

The SU may communicate with you by telephone, text, email, post or other electronic means.

The SU also collects routine statistical information about student participation in elections, committees, clubs, societies and other activities, which is later anonymised and analysed for audit and evaluation purposes. This information may subsequently be summarised and interpreted in the SU reports. The SU will take care is taken to ensure no individually identifiable information is disclosed.

Who we share your personal data with

Save for the exceptions listed below, other than with your written authority the SU will not disclose your personal data to third parties. You may be asked to sign a 'Consent to Liaise' form, on which you confirm whom we may or may not contact. In other instances, you may be asked to email us with the name of the person with whom you wish us to liaise.

We may need to disclose your details if required to the police, regulatory bodies or legal advisors. In exceptional circumstances where we are concerned about your safety/wellbeing or consider you to be a risk to yourself or others we may share limited information both internally and with relevant third parties (for example ambulance, police, NHS trusts etc.) to ensure appropriate support is available.

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

The SU undertakes an annual review of who has access to information that we hold to ensure that your information is only accessible by appropriately trained staff, volunteers and contractors.

Marketing & Communications Preferences

Membership Communications

As a member, we believe you have a legitimate interest in hearing from the SU about the products and services we offer, what we are doing to represent you and opportunities that might be of interest to you. Occasionally, we may include information from partner organisations, our own social enterprises or organisations who support us in these communications.

Direct Marketing

As a charity, we need to fundraise to provide the services we offer to our members. Where you have told us that we can, we send marketing material to our members. 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. Our forms have clear marketing preference questions and we include information on how to opt out when we send you marketing.

If you do not want to hear from us, let us know when you provide your data or contact us at dataprotection@thesu.org.uk.

Keeping your information up to date

Mostly, we use the record of members provided by the Universities to maintain accurate data about you. Nevertheless, if your contact details change, you may want to contact the SU direct at dataprotection@thesu.org.uk.

Understanding the detail of our data security measures

When we process your data, we will have assessed the lawful justification for doing so, the parameters in which the data is processed, the length of time the data is held, the secure storage of your data and undertaken impact assessments to ensure your rights are delivered.

The SU operates a Data Protection and Information Security Policy, which is supported by a practical handbook 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 that meets the requirements of the Information Commissioner's Office.

The SU does not store any sensitive payment card data on our systems during or 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 is not necessary for the purpose you provided it to us (e.g. processing your membership or registering you for an event) we will do so. If you have any concerns, contact us at dataprotection@thesu.org.uk.

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 should complete a **Subject Access Request Form** with a description of the information you want to see and send that to us with the required proof of your identity to the Data Protection, The Students Union, Penryn Campus, Penryn, Cornwall TR10 9FE.

For further information see the **Information Commissioner's guidance**.

Changes to this notice

From time to time, we may change this Privacy Notice. We will also review this notice annually. 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 dataprotection@thesu.org.uk