

# BSU GENERAL DATA PRIVACY STATEMENT

Updated: December 2023

  
**BUCKS**  
STUDENTS' UNION

## Introduction

Bucks Students' Union ("we", "our" or "us") 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 to do anything you wouldn't reasonably expect from us.

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

Other parties include:

- visitors to our premises
- individuals or organisations that get in touch with us by email, phone, in writing, through our website or social media channels
- contacts when we act on behalf of our members and in our representative role with Buckinghamshire New University
- contacts when we deliver large key events, such as Union Awards, the Athletic Union Dinner, Varsity, etc
- organisations that deliver student opportunities.

There are separate and specific data privacy statements for students (members of the Students' Union) and members of the alumni network.

This privacy statement outlines what personal data is processed by the Union, the legal basis for processing personal data, storage and retention requirements, and the data subject's rights regarding their data.

## Where we collect information from you

*We collect information in the following ways:*

### **When you purchase items from us or make a payment**

When you purchase items from us or a make payment, you provide us with certain personal data.

### **When you place an order with us online**

When you place an order with us online, which includes, for example, purchasing items from our online store or paying a deposit for activities, registration is required (either in the form of creating a guest account or using your University/ Blackboard log in details). If you are registering for a guest account on our website, you provide us with certain personal data. If you are already a member of the Students' Union (ie a current student), your personal data is already linked to your membership record with us.

### **When you become a client**

When you become a client, with the Students' Union, you provide us with certain personal data.

### **When you become a supplier or contractor**

When you become a supplier or contractor, with the Students' Union, you provide us with certain personal data.

### **When you visit our premises or enter our venues**

When you visit any of our premises or venues, we may collect personal data that could relate to you as an individual. For instance, if you are a non-student, we will ask you to provide certain personal data.

## **When we deliver larger scale events**

When we deliver some of our larger key events, such as Union Awards, the Athletic Union Dinner, Varsity, freshers' fairs, etc, we may collect personal information that could relate to you as an individual.

## **When we work with you on student opportunities**

When we work together with organisations to provide student opportunities, you may provide us with certain personal data.

## **When you get in touch with us**

When you get in touch with us by email, phone, in writing, through our website or social media channels, you may provide us with certain personal data.

## **When we act on behalf of our members**

When we work on behalf of our members, we may collect personal information that could relate to you or an individual. For instance, this could involve course-related issues or student complaints.

## **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.

### **When you purchase items from us, make a payment or place an order online**

In most cases, we will ask you to provide us with the following personal information:

- student ID
- name
- delivery address
- email address
- telephone number

We will use your data to administer our contracted duties with you.

Should we need to contact you for any reason regarding an order, we will use the email address registered on your account or the telephone number, where provided.

If you provide us with your student ID number this will allow us to track any payments that you make to us (eg paying money into club accounts), products you purchase and to provide better customer service standards.

Information is also gathered so we can cross-reference any refunds, if required, and to issue any deposits that are paid towards a specific activity or event.

Some information may be used to create demographic reports, which only analyses broad statistics and is non-identifiable.

### **When you become a client**

In establishing a booking with us, as a client, we will ask you to provide us with the following information:

- name
- address
- email address

- telephone number
- job title.

We will use your data to administer our contracted duties with you and may undertake credit reference checks, where appropriate.

### **When you become a supplier or contractor**

In becoming a supplier or contractor, we will ask you to provide us with the following personal information:

- name
- address
- email address
- telephone number
- bank details
- job title
- health information that is directly related to accessibility.

We will use your data to administer our contracted duties with you.

### **When you visit our premises, enter our venues or attend a larger scale event**

To visit or enter our venues and premises, we may ask you to provide us with the following personal information:

- name
- student ID number
- telephone number
- email address
- health information that is directly related to accessibility
- proof of identity (for non-students) to verify that you are the correct legal age to enter licensed premises and facilitating our licensing obligations.

We will use your data to administer our agreed duties with you.

### **When we are in contact with you in relation to our members, an event, an activity or any other reason associated with the activities of the Students' Union**

When we are in contact with you, we may ask you to provide us with the following personal information:

- name
- email address
- job title
- telephone number.

We will use your data to administer our agreed duties with you.

## **When you get in contact with us**

If you get in touch with us by email, phone, in writing, through our website or social media channels, we will retain your contact details. We may share those details with others within the Students' Union or Buckinghamshire New University in order to complete any agreed activity. The type of information that we will collect will depend on the nature of the query.

## **When we act on behalf of our members**

From time to time, we may be required to act on behalf of members when dealing with student issues that could be course-related or complaints-based. As a representative organisation, we have an obligation to protect the rights of our members and their educational experience, as outlined in the Education Act 1994. In certain circumstances, information that is disclosed to us in express confidence may be treated as such when we act on behalf of students and represent them to the University. Where information is disclosed to us confidentially, we owe a duty of confidence to the third party to protect their rights and may treat the information as being exempt under the UK GDPR and Data Protection Act 2018. In these situations, we will carefully balance the justification for disclosure and respect issues surrounding sensitivity. We believe that the legal basis for processing this information falls under legitimate interests and the representative nature of our work.

## **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 and contractors.

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

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**

In the event of any changes to data, or the discovery of any inaccuracies, please contact [sudataprotection@bnu.ac.uk](mailto:sudataprotection@bnu.ac.uk).

## **Understanding the detail of our data security measures**

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, the secure storage of your data and undertaken impact assessments to ensure your rights are delivered.

The Students' Union operates a [Data Protection and Information Security Policy](#) which is supported by a practical handbook for our employees and volunteers. All employees 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 Commission's Office.

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

# BUCKS STUDENTS' UNION POLICY DOCUMENT



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 (eg Union policy) we will do so. You can either call us on 01494 601 600 or email [sudataprotection@bnu.ac.uk](mailto:sudataprotection@bnu.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 Bucks Students' Union, Queen Alexandra Road, High Wycombe, Buckinghamshire, HP11 2JZ or in person with the Data Protection Officer.

If you have any questions, please send them to [sudataprotection@bnu.ac.uk](mailto:sudataprotection@bnu.ac.uk), and for further information see the [Information Commissioner's Office – guidance document](#).

## **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 then 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 [sudataprotection@bnu.ac.uk](mailto:sudataprotection@bnu.ac.uk).