BUCKS STUDENTS' UNION

Making life better for students at Bucks

COACHES' HANDBOOK

December 2026

Akhil Charles Dhanarashi

Vice President Achievement and Belonging (VPAB)



My name is Akhil and I've been elected by the students union to be your Vice President Achievement and Belonging 2026-27.

I represent the Students' Union in matters regarding co-curricular experiences, Equality, Diversity and Inclusion work, as well as sustainability efforts.

As a union, we are highly focused on engaging as many students as possible in sports and societies. One of our main goals this year is to encourage students to try a new sport or pick up a sport you might not have played in a while. Enthusiastic coaches that lead enjoyable, engaging training sessions are central to what we are looking for in our coaches.

This handbook aims to clearly explain your role and responsibilities as a Union Coach, what you should expect from your student athletes and how the Union can help you.

If you have any questions regarding this Handbook or your role is general, then please do not hesitate to contact us at **sport@bnu.ac.uk**.

Thank you and I look forward to working with you over the coming season.

Meet the Team



Alex Ditchburn

Activities Coordinator (Competitive Sport)

alex.ditchburn@bnu.ac.uk



Akhil Charles Dhanarashi

Vice President Achievement and Belonging

akhil.charlesdhanarashi@bnu.ac.uk



Catherine Lymer

Student Activities Manager

catherine.lymer@bnu.ac.uk



Matthew Kitching

Deputy CEO

matthew.kitching@bnu.ac.uk

Help is only ever a phone call or email away, please get in touch with any problems or queries.

High Wycombe: **01494 601 600**
Uxbridge: **01494 605 180**

BACKGROUND



Buckinghamshire New University is a post-1992 institution located in High Wycombe but with a smaller campus situated in Uxbridge , Aylesbury and Nottingham. We are committed to delivering an outstanding student experience, putting the students front and foremost in everything we do. At present we support 25 teams across 13 sport clubs who compete in British Universities and Colleges Sport (BUCS) leagues. The strategic focus of sport at the University is based on participation, as opposed to performance, however we want every student to fulfil their potential and perform to the best of their ability.

This handbook will detail your responsibilities and provide a framework which will enable you to make key decisions on team selection, content of training sessions and code of conduct amongst other things. Importantly this will take place within parameters laid out through the Union's governance arrangements and supporting documentation such as the Athletic Union Handbook.

In years gone by, once the season began, we tended to leave you alone to get on with it. This has now changed and due to our improved feedback system there will be 2 points throughout the year where this will be gathered. Once collated, this feedback will be shared with you in order to improve the club. As of now there will be better lines of communication between you, your committee and the Students' Union. There will also be more responsibility placed on captains to share with you what happened during games.

As a Students' Union we are committed to creating opportunities to enhance student employability. Therefore we will be strongly encouraging students to become more involved in every facet of their club. As the coach we would expect you to help create these opportunities for students to get involved, be it leading sessions, undertaking administrative duties or helping to identify those students who would be good coaches or future committee members.

With very few exceptions our coaches will receive payment for their work but we also want you to feel part of the wider Union community. This handbook will therefore detail opportunities for reward and highlight several key dates across the academic year. Revised every year, we will launch the handbook at the start of every academic year.

YOUR RESPONSIBILITIES

Your appointment as a Bucks Students' Union sports coach is based on your agreement to meet the following responsibilities to the best of your ability and as consistently as possible.

As a Coach at Bucks New Uni your responsibilities are to:

- Attend a meeting if required that will be held at the start of the academic year where we will touch upon the key elements of this handbook and discuss the aims and targets of the Sports club. We will always try to ensure a committee member is also in attendance to talk through any specific concerns.
- Plan and deliver training sessions that are in response to the performance of the team or individual performance during the week.
- Adhere to the coaches code of conduct.
- If there is an injury during training or at a game, offer what assistance you can in line with your first aid qualification and, if serious, phone **999**. Please also fill out an Incident/ Accident report form and return to the Students' Union. In the case of a serious injury or violent misconduct coaches are advised to ring the Activities Coordinator (Competitive Sport) during work hours **01494 601600** or the University outside of 9am – 5pm **01494 605070** immediately to alert us to the incident.
- When students sign up for a sport they will need to complete a couple of questions about their medical information. This is important to complete correctly so that we can make coaches and committee members aware of any relevant issues. Medical Information will be held digitally on a shared password protected document, which will expire at the end of the academic year. Medical Information will be also be deleted should they make us aware that they are no longer a member of that Club. Medical information is an important questionnaire that is completed before their membership is confirmed. No student will be allowed to compete without signing up to be a member. If you have any questions regarding medical information please contact the sport staff within the
- Students' Union. For any further information please see our Student Activities Procedures for Injury Prevention and First Aid which is found at **bucksstudentsunion.org/union/policiesandresources**.
- Attend all training sessions and Varsity. If you cannot make training let the sports department and captain know, coaches will not be paid for sessions they don't attend.
- Manage squad expectations of the teams in regard to what they can do financially – explaining that there is a finite amount of money to be spent on coaches and facilities.
- Select teams – it is an expectation that coaches, in collaboration with captains, will select teams. High performing teams rely on good captaincy and a strong core of senior players. Bearing that in mind, we consider it good practice for team selection to be done in consultation with students. This is also made clear to students through the Athletic Union Handbook, committee training and other communication channels.
- Debrief with captains following matches. Ensure that you and the captain speak after matches so you can be informed on what didn't work during the game, therefore potentially adjusting the training session.
- Support fundraising initiatives. Encourage teams to always be thinking of ways to make money for the club's account.
- Within your role we will be sharing personal information with you that relates to individuals and some of this information may include health data. As this is classed as special category data we have a legal requirement to ensure that we have additional safeguards in place top prevent this data being disclosed any further. We will ask that you to sign and return the data processor agreement when you commence your role.
- Provide feedback to the Sports Department - any issues be it positive and/or negative.
- Identify leaders and coaches – the Union is always looking to identify student leaders and potential coaches. We would therefore ask that you inform the Sports Department of any potential or future committee members and/or coaches.
- Participate in any meetings requested to discuss any issues/areas of concern that may arise from feedback received.
- Supply up-to-date records of qualifications, and insurance, (governing body coaching qualifications, first aid etc) and maintain these throughout the time spent coaching for BNU in addition a DBS check to be completed as per the guidance on the government website
- Celebrate with us. For those coaches who are short-listed for the coach of the year award there is the AU Dinner.

KEY DATES

Below are a number of key dates for the Athletic Union here at Bucks.

Friday 2 October 2026: Taster Sessions
Friday 2 October 2026 - Thursday 3 December 2026: Coaching Weeks (Term 1)
Friday 8 January 2027 - Tuesday 15 March 2027: Coaching Weeks (Term 2)
Sunday 14 March 2027 and Wednesday 17 March 2027: Varsity
Wednesday 28 April 2027: AU Dinner

COACHING CODE OF CONDUCT

The purpose of this Code of Conduct is to establish and maintain standards for sports coaches and to inform and protect members of Bucks Students' Union.

Ethical standards comprise such values as integrity, responsibility, competence and confidentiality.

In pursuit of these principles, sports coaches subscribe to standards in the following areas:

1. **ISSUES OF RESPONSIBILITY:** Sports coaching is a deliberately undertaken responsibility and sports coaches are responsible for the observation of the principles embodied in this Code of Conduct.

1.1. **Respect:** Coaches must respect the rights, dignity and worth of every human being and their ultimate right to self–determination. Specifically, coaches must treat everyone equally, within the context of their activity, regardless of sex, ethnic origins, disability, religion, political persuasion, or sexual orientation.

1.2. **Relationships:** The sports coach will be concerned primarily with the well-being, health and future of any individual club member and only secondarily with the optimisation of performance.

A key element in a coaching relationship is the development of independence. Club members must be encouraged to accept responsibility for their own behaviour and performance in training and competition.

Sports coaches are responsible for setting and monitoring the boundaries between a working relationship and friendship with club members. It is your responsibility to develop an appropriate working and professional relationship with the participants based on mutual trust and respect. Bucks Students' Union strongly discourages intimate relationships between coaches and players.

Nevertheless we recognise that all parties are adults and respect the right of individuals to make their own informed decisions. Should any personal relationships develop this must not have any detrimental effect on any aspect of the club including in relation to selection.

In the instance that Bucks Students' Union receives allegations of inappropriate behaviour, sexual misconduct or harassment we will treat such allegations seriously and where possible in confidence. In such instances we reserve the right to suspend a coach pending investigation in line with Clause 3 of this Code.

Coaches must realise that certain situations and/or actions have the potential to be misinterpreted, not only by club members but also by others motivated by jealousy, dislike or mistrust, and could lead to allegations of misconduct, including sexual misconduct or impropriety. The coach must act in such a way that they are beyond reproach at all times.

Meetings will be set up when asked for at the start of the academic year where committee members and coaches will be encouraged to discuss any issues and aims for the forthcoming year.

1.3. **Commitment:** Sports coaches should clarify before the start of the academic year, with the club and the Student Activities Manager the number of sessions and fees (if any).

Sports coaches who become aware of a conflict between their club have an obligation to report this to the Student Activities Manager.

1.4. **Co–operation:** Sports coaches should communicate and co–operate with other sports and Bucks Students' Union in the best interests of the club. Sports coaches must communicate and co–operate with registered medical and ancillary practitioners in the diagnosis, treatment and management of club member's medical and psychological problems.

Students when signing up online for clubs or sporty societies are asked medical questions, the Activities Co-ordinator (Competitive Sports) and the Student Activities Manager will forward the relevant information to the coach and members of the committee for societies and clubs. This information is not to be shared with anyone else. The coach/committee will then have access to the information for when the teams/societies train and the captain/committee will have access to the information for matches. All information will be sent on e-mail and the coach/committee are asked that it is kept on email so it is password protected and no other person can access it. This information will need to be deleted when that student is no longer a member of the club or society.

1.5. **Integrity:** Sports coaches must refrain from public criticism of fellow coaches. Differences of opinion should be dealt with on a personal basis and more serious disputes will be referred to the Athletic Union or to the appropriate Governing Body.

Sports coaches must not encourage club members to violate the rules of their sport and should actively seek to discourage such action. Coaches should encourage club members to obey the spirit of such rules.

Sports coaches must not compromise club members by advocating measures which could be deemed to constitute seeking to gain an unfair advantage. Above all, coaches must never advocate the use of prescribed drugs or other banned performance enhancing substances.

Sports coaches must treat opponents and officials with due respect both in victory and defeat and should encourage club members to act in a similar manner.

Sports coaches must accept responsibility for the conduct of club members insofar as they will undertake to discourage inappropriate behaviour.

1.6. **Confidentiality:** Sports coaches inevitably gather a great deal of personal information about club members in the course of a working relationship. Such as medical information, names and dates of birth.
Confidentiality does not preclude the disclosure of information to any person, especially the Student Activities Manager, who can be judged to have a 'right to know' relating to clubs when relevant to:

1.6.1. Evaluation of the club members within the sport for competitive selection purpose.

1.6.2. Recommendations concerning the club members for professional purposes.

1.6.3. Pursuit of disciplinary action involving the club members within the sport.

1.6.4. Pursuit of disciplinary action by Bucks Students' Union involving fellow coaches in alleged breaches of this Code of Conduct.

1.7. **Abuse of Privilege:** The sports coach is privileged, to have contact with club members and to travel and reside with club members in the course of coaching and competitive practice. A coach must not attempt to exert undue influence over the club members in order to obtain personal benefit or reward.

COACHING CODE OF CONDUCT CONT.

1.8. **Safety:** Sports coaches have a responsibility to ensure the safety of the club with whom they work as far as possible within the limits of their control.

All reasonable steps should be taken to establish a safe working environment.

The work done and the manner in which it is done should be in keeping with regular and approved practice within that sport.

The activity being undertaken should be suitable for the experience and ability of the club members.

The club members should have been systematically prepared for the activity being undertaken and made aware of their personal responsibilities in terms of safety.

If an incident occurs the coach should offer what first aid/ assistance they can in the first instance. If the incident is more serious then the emergency services should be called. All injuries or incidents should be reported back to the Students' Union Office on the appropriate forms. In the case of a serious injury or violent misconduct students are advised to ring the Activities Coordinator (Competitive Sport) during work hours **01494 601600** or the University outside of 9am – 5pm **01494 605070** immediately to alert us to the incident.

1.10. **Risk Assessments:** Coaches will act as competent persons in respect of advising clubs on their annual assessment of risk and ensure that adequate hazard control is included in these assessments. Guidance should be taken from the National Governing Body Code of Practice (where applicable).

2. **ISSUES OF COMPETENCE:**

2.1. Sports coaches shall confine themselves to practice in those fields of sports in which they have been trained or educated, and which are recognised by Bucks Students' Union to be valid. Valid areas of expertise are those directly concerned with sports coaching. Training includes the accumulation of knowledge and skills through both formal coach education courses and by experience at a level of competence acceptable for independent coaching practice.
Coaches are expected to have relevant first aid qualifications and insurance during their time with Bucks Students Union. Copies of all qualifications and insurance will be asked for at the start of the academic year

2.2. Sports coaches should regularly seek ways of increasing their professional development and self–awareness.

2.3. Sports coaches should welcome evaluation of their work and be able to account to the club, Bucks Students' Union and Governing Bodies for their actions.

2.4. Sports coaches have a responsibility to themselves and club members to maintain their own effectiveness, resilience and abilities, if you feel you could do with further support don't hesitate to contact us.

3. **BREACHES OF CODE OF CONDUCT:**

3.1. Where we receive allegations of improper conduct or deem a coach to have breached this Code of Conduct, we will speak to the individuals concerned, possibly carry out formal investigations and reserve the right to implement sanctions, up to and including the termination of any relationship.



WORKING WITH COMMITTEES

Each club has a committee who are in charge of running the club and post holders will have been voted in by members of the club. The five statutory positions are:

Chairperson	Looks after the club
Vice-Chair	Main administration role
Captain	Works closely with the coach to organise the team and fixtures
Finance Manager	Looks after the club accounts and fundraising
Social Secretary	Responsible for all social activities ensuring they are safe and inclusive.

The committees are responsible for monitoring the clubs' finances, in line with budgets set annually by the Sport Department, promoting themselves to potential new members, day-to-day running and development of the club. They can also impose bans on players and are in charge of promoting trials and managing them in the event that the coach is unable to attend.



There is an accreditation scheme, run by the Union, that the clubs are expected to work towards. The aim of the accreditation scheme is to help clubs run smoothly and efficiently whilst developing the students' co-curricular skills. For clubs who wish to be considered for 'Club of the Year' at the AU dinner awards, they will need to have completed the club accreditation.

In order to run as a club the committee must complete the relevant documents which allow them to operate within Bucks Students' Union. Once the essential documents have been completed and submitted to the Activities Coordinator (Competitive Sport), the club is then able to work their way through the accreditation system.

The scheme is divided into five areas; 'Community Outreach and Collaboration', 'Inclusivity and Wellbeing', 'Engagement and Promotion', 'Sustainability and Longevity' and, 'Own Targets'. The first four areas have compulsory targets needed to be completed, with additional targets listed below where the clubs can decide which one they would like to complete.

The more targets completed, the higher level of accreditation status the club will achieve. This being split into three categories, Bronze, Silver and Gold.

For a Club to complete accreditation and be a Gold Accredited Club, they must complete all compulsory and additional targets in each section, totaling 29. Once a club has completed a target from the accreditation, they must speak with the Activities Coordinator (Competitive Sport) who will check it off the accreditation. Failing to inform the staff of an event or not being able to produce evidence of an event occurring may result in the target not being completed on the accreditation scheme.

A supportive system of performance review: As detailed on page 9.

Advice on rules and regulations: The staff in the office are always on hand to guide with any issues regarding rules and regulations. For sports teams who compete in the British Universities and College Sport leagues, sport-specific rules can be found on the BUCS website (**bucs.org.uk**) under rules and regulations.

Liaison with facility providers: We are happy to provide key contacts for facilities that we regularly use.

UNION SUPPORT

The Union aims to support the coaches by providing:

Meeting spaces: Coaches are entitled to hold meetings within the University building for no charge. Booking meetings can be done through emailing the Activities Coordinator (Competitive Sport) **alex.ditchburn@bnu.ac.uk**.

Handbook: We aim to provide an updated handbook each year as a reference point and guide for all coaches alongside the Athletic Union handbook that is produced for the students.

A supportive system of performance review: As detailed on page 9.

Advice on rules and regulations: The staff in the office are always on hand to guide with any issues regarding rules and regulations. For sports teams who compete in the British Universities and College Sport leagues, sport-specific rules can be found on the BUCS website (**bucs.org.uk**) under rules and regulations.

Liaison with facility providers: We are happy to provide key contacts for facilities that we regularly use.

Address poor behaviour or persistent rule infringement: All members are bound by the Student Unions code of conduct. If a member of the Athletic Union breaks the Code of Conduct they will be subject to disciplinary actions by the Union.

Equipment: Coaches are welcome to use any kit or equipment owned by the Students' Union for Students' Union training and competition. Students are expected to take any equipment used for the session and returned promptly after training. Additional equipment needed such as fitness equipment may be taken and used in the same manner. If there is specific equipment which is needed and not supplied, please contact the Students' Union and we may be able to look at supplying the additional equipment.

We hope that by supporting you in a number of different ways we can provide positive experiences for you when working with the Students' Union. We aim to work closer with the coaches to achieve the following:

- be clear on each other's responsibilities
- gather feedback from the players and committee members in regards to training, content of sessions and coaching style
- check in with you during the year where we will discuss the feedback received from the players and committee members and check the progress being made on the annual target
- inform you about the club's fundraising account and the general operational budget for each sport
- encourage more student involvement within each club.



PERFORMANCE REVIEW

With these processes in place we are aiming to improve the sporting provision here at the Union. To further support this, feedback will be gathered two times a year from the students which will be fed back at the relevant points throughout the year. If there are any areas of concern we will arrange a meeting to discuss this. As part of all clubs' accreditation there are specific targets which are linked to the overall aims of the Students' Union. For the 2026-27 season our aims are to:

- increase the amount of ethnically diverse members involved in committee
- win the annual Varsity fixture against Roehampton
- fulfil every BUCS sporting fixture.

We will be collecting feedback throughout the year and if there are any areas of concern/issues we will arrange a meeting to discuss. The students will have a say in whether we retain the coaches.

APPOINTMENT OF COACHES

When appointing new coaches this will be done through an appointment panel consisting of at least one committee member and either the Activities co-ordinator for competitive sport or the Student Activities Manager.

REWARD

As a Students' Union we can offer further rewards for the coaching you do on our behalf - these include:

- the use of our facilities – if you need to meet someone we can book a room for you. We can also offer preferential rates on the hire of our venue
- Coach of the Year Award at the AU Dinner in April 2026

KEY PROCESSES

Registers - we expect our committee to ensure a register is taken at every session so we can check attendance of students. When students fill out their online membership they will also fill out medical information. This will be shared with the coach. From the Unions perspective, it greatly helps if the coach can ensure the committee have completed the register.

Absence - if you cannot attend a training session let the sports department and captain know, if possible 24 hours in advance. For sessions you don't attend you will not be paid.

Cancellation - if the sports department cancel a session with less than 24 hours notice you are entitled to be paid.

Invoicing - we ask, where possible, for you to invoice us monthly.

Risk assessment - we expect you to do a visual risk assessment before each session for sessions both on and off-site and deliver the session accordingly.

Incident report form - if there are any incidents during your training sessions or at matches, please fill an incident report/match report form (**bucksstudentsunion.org/union/policiesandresources** - you will find it under Student Activities). Please forward a copy to **sport@bnu.ac.uk** as soon as possible and keep a copy for your own records. In the case of a **999** emergency please also inform the University by ringing - **01494 522 141**.

Coaching qualifications - coaches employed will be level 2 or above to ensure the clubs have equal opportunity to develop.

Insurance - as a qualified and paid coach we expect you to have your own public liability insurance. The Students' Union has public liability insurance which covers the legal liabilities of student and volunteer coaches. All students who play for the University are expected to have online memberships which insure each individual. The captain is responsible for ensuring all participants have one.



EMERGENCY PROCEDURES

If there is an accident involving the minibus, please consult the minibus handbook **bucksstudentsunion.org/minibus**. The emergency procedures outlined below are for any injuries or incidents that happen during training or matches such as injury or disorderly behaviour.

INCIDENT / ACCIDENT PROCEDURE

- There is an expectation that there will be a designated first aider involved with every team. The Students ' Union will organise a first aid course for AU members at the start of the year and just after Christmas. However, there are also numerous first aid courses that students and coaches can book onto at **bucksstudentsunion.org/whatson**.
- An Incident/Accident Report Form form is provided for match days to note any injuries, or issues that occur on the day. Captains/Coaches or the designated first aider are expected to fill out this form and return it to Alex Ditchburn so that any issues/injuries can be followed up. In the case of a serious injury or violent misconduct coaches are advised to ring the Activities Coordinator (Competitive Sport) during work hours **01494 601600** or the University outside of 9am – 5pm **01494 605070** immediately to alert us to the incident.
- This form will also be provided for training for the captain and coach or designated first aider to note down any issues/ injuries. This should also be returned to Alex Ditchburn and the procedure outlined above should be followed. It is appreciated that there will not always be a first aider present during matches. In this case for any serious injury ring **999** and fill out the appropriate form. Where you have the students medical information pass it onto the attending first aider/paramedic. Where you don't please ring the Students Union Office if its between the hours of 9 - 5 as we may be able to get the information. If this occurs outside of these hours, then please follow the procedure above.
- All accidents and incidents, including minor ones, should be recorded on an incident report form immediately whether it be for participants, staff or a member of the public.
- For sessions at venues with their own accident forms these should be used in addition to the Bucks Students' Union Incident Form.
- Bucks Students' Union Incident Forms will be supplied to the coach at the start of each term; additional forms can be obtained from the Students' Union website - **bucksstudentsunion.org/union/policiesandresources**.
- The coach should keep a copy of the form for their own records and send a copy to Bucks Students' Union.

When an incident happens on University facilities / Union facilities the following actions are required:

- ONLY attend to any casualties if it is safe to do so.
- Give any first aid, which is within the groups' capabilities using the clubs own first aid kit or a kit from reception.
- Contact the Reception Staff or most available member of staff at the earliest opportunity to get assistance or, if the incident is beyond the first aiders capabilities, call the Emergency Services.
- If you have already called the Emergency Services, let the reception staff/staff member know so that access arrangements can be made for the Emergency Services to get to the casualty ASAP.
- Gain all/any information that may be required by the emergency services; names, number of people injured/ missing, location, first aid given, medical state of all group members, age of group, equipment available to group, time-scales of accident/incident and brief chronology of accident/incident.
- It is expected that if a serious injury was to occur. For example, if a member became unconscious. Then the main reception and or security at the university must be made aware.
- For any incident that happens off site, it is your responsibility to report an incident ASAP (but no later than 24 hours) to the centre in which the incident has happened. In the case of a serious injury or violent misconduct coaches are advised to ring the Activities Coordinator (Competitive Sport) during work hours **01494 601600** or the University outside of 9am – 5pm **01494 605070** immediately to alert us to the incident.

DISORDERLY BEHAVIOUR

Disorderly behaviour can be best described as conduct, which will or may:

- prejudice the health and or safety of yourself, other participants, staff and the offenders themselves, and/or
- cause annoyance or distress to the detriment of the enjoyment of other participants (includes foul and abusive language).

Where a coach considers that acceptable conduct has been breached, they should use discretion and issue a warning - much will depend on the nature or seriousness of the incident.

Where offensive behaviour continues, coaches are asked to bring this to the attention of the Students Activities Manager in an attempt to restore acceptable behaviour. Vandalism and assault are serious forms of disorderly behaviour. Incidents of this nature, if serious enough, should be dealt with by contacting the Police and alerting the Students' Union immediately.

THANK YOU

We look forward to working with you this year

For any further help or information, please feel free to contact the staff.

USEFUL CONTACT NUMBERS

Student Activities Manager: Catherine Lymer - **01494 601 600** (ext. **4235**)

Activities Coordinator (Competitive Sport): Alex Ditchburn - **01494 601 600** (ext. **4252**)

Deputy CEO: Matthew Kitching - **01494 601 600** (ext. **4244**)

Bucks Students' Union Reception - **01494 601 600**

Buckinghamshire New University Reception - **01494 522 141** (phone this number in the case of emergency)

If an emergency happens off-site then please inform the facility who will have their own emergency procedures. Please also fill out the incident report form and give a copy to the sports department.

USEFUL DOCUMENTS

There are a number of documents that you will need to access throughout the season. We have made these documents available to download from the student activities section on the website, which can be found at: **bucksstudentsunion.org/union/policiesandresources**.

Useful Documents include:

Central services:

Safeguarding Policy

Student Activities:

Incident/Accident Report form

Procedures for Injury Prevention and First Aid

Data Protection and Information Security **(Appendix 1)**



APPENDIX 1

Data processor agreement for third-parties

This Agreement is made on the **[day]** of **[month] [year]**

BETWEEN

Bucks Students' Union ("the Union") whose registered address is: Queen Alexandra Road, High Wycombe, Buckinghamshire HP11 2JZ

And

[Supplier name] ("the Supplier") whose registered address is: **[supplier address]**

WHEREAS

a. The Union wishes to engage the Supplier to process Personal Data on its behalf, and

b. Each time the Supplier processes personal data on behalf of the Union the data will be processed on the terms and conditions laid out in this Agreement.

IT IS HEREBY AGREED THAT

Interpretation

The following terms:

"Data", "Data Controller", "Personal Data", "Data Processor" and "Processing" have the meanings given in Section 3 of the Data Protection Act 2018.

"Data Controller" means Bucks Students' Union or the Union.

"Duration" means the period of **[day]** of **[month] [year]** to the **[day]** of **[month] [year]** during which the data will be processed

"Personal Data" means **[list of data to be transferred]**

"Processing Activity" means **[the nature and purpose of the processing]**

"Confidential information" means the Union and the Data Controller's secrets and confidential information and extends to all knowledge or information relating to both, their organisation, finances, processes and membership information held by the Union.

Data processing

1. The terms of this Agreement shall apply for the Duration of the Processing Activity whenever the Supplier processes data on behalf of the Union.
2. The Union, as the data controller, is liable for compliance with the UK GDPR and must only appoint processors who can provide 'sufficient guarantees' that the requirements of the UK GDPR will be met and the rights of data subjects is protected.
3. The Supplier, as a data processor, will:
    - 3.1 Act only on the written instructions from the Union (unless required by law to act without such instructions);
    - 3.2 Ensure that people processing the data are subject to a duty of confidence;
    - 3.3 Take appropriate measures to ensure the security of processing;
    - 3.4 Only engage a sub-processor with the prior consent of the Data Controller and a written contract;
    - 3.5 Assist the Union in providing subject access and allowing data subjects to exercise their rights under the UK GDPR;
    - 3.6 Assist the Union in meeting its GDPR obligations in relation to the security of processing, the notification of personal data breaches and data protection impact assessments;

3.7 Delete or return all personal data to the controller as requested at the end of the contract;

3.8 Provide the Data Controller with whatever information it needs to ensure that they are both meeting their Article 28 obligations, and tell the Data Controller immediately if it is asked to do something infringing the UK GDPR or other data protection laws; and

3.9 Ensure appropriate technical and organisational measures against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.

Confidentiality

3.2. The Supplier shall, both during this Agreement and after its termination (without limit in time), keep confidential and not use or disclose or attempt to use or disclose any confidential information supplied by the Union or its members, except as authorised or required by the purposes of this Agreement.

3.3. Confidential information will only be made available by the parties to those of their staff and agents who have a reasonable need to know of it. The documents or other materials and data or other information or copies thereof will not be made available to any third-parties except for professional advisers in confidence or if required by law.

3.4. The Supplier shall not under any circumstances subcontract the processing of the Union's data without prior written permission from the Union to do so.

3.5. Either party is entitled to demand the return of any documents or other material or data or other information supplied to the other party under this Agreement within one month of giving the other party written notice.

3.6. On the cessation or earlier termination of this Agreement, each party shall return to the other all documents or other material containing confidential information and destroy any surplus copies.

3.7. Paragraph 7 of this Agreement shall not apply to documents, other materials, data or other information which are already in the public domain at the time when they were provided by either party or if at any time the information becomes public knowledge through no fault of the other party.

3.8. Both parties undertake that any information which is received from the other party under this Agreement will only be used for the purposes of this Agreement.

Requests for information

3.9. The Supplier must inform the Union immediately (within two working days) of any requests it receives for copies of the Union data, and only respond to any such request as directed by the Union or the Data Controller. The Supplier shall also co-operate fully with any reasonable requests made by the Union or Data Controller in relation to any such requests.

Inspection

3.10. The Data Controller may, on reasonable notice and during business hours, inspect the Supplier's data processing facilities, data files and relevant documentation.

Indemnity

3.11. Nothing within this agreement relieves the supplier of its own direct responsibilities and liabilities under the UK GDPR.

3.12. The Supplier shall indemnify the Data Controller, against any loss or damage it sustains or incurs as a result of any loss, theft or un-repairable damage to the Union's data or any other failure by the Supplier to comply with its obligations under this Agreement, including any regulatory fine imposed on the Data Controller because of the Supplier's action or omission.

Governing law

3.13. This Agreement is subject to English Law and the parties submit to the non-exclusive jurisdiction of the English Courts.

Signed

Name

For and on behalf of Bucks Students' Union

Signed

Name

For and on behalf of the **[Supplier]**

Making life better
for students at Bucks

BUCKS
STUDENTS'
UNION

Bucks Students' Union

HW Campus - North Wing, Queen Alexandra Road, High Wycombe, Bucks, HP11 2JZ

Tel: **01494 601 600**

UXB Campus - first floor, 106 Oxford Road, Uxbridge, Middlesex, UB8 1NA

Tel: **01494 605 180**

Email: **union@bnu.ac.uk** Website: **bucksstudentsunion.org**

Bucks Students' Union is a registered charity – no. 1144820