

# CONSUMER DATA PRIVACY STATEMENT

Updated: June 2020

  
**BUCKS**  
STUDENTS' UNION

## Data Protection and Information Security Policy

### 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 (consumers), through using your personal data, allows us to make better decisions, communicate more efficiently and, ultimately, ensure you receive the services required.

This privacy statement outlines what personal data is processed by the Union, in relation to its customers, 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

To place an order with us online, registration is required. At the point of registration, we request certain information which is required to enable us to process your order and notify you of its progress. If you are a student, we may also ask if you will provide us with your student ID number.

### 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. In registering as a customer, we will ask you to provide us with the following personal information:

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

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

Should we need to contact you for any reason regarding your 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 the products you purchase, provide better customer service standards and develop the product range we offer to our customers.

The 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.

## 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@bucks.ac.uk](mailto:sudataprotection@bucks.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

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@bucks.ac.uk](mailto:sudataprotection@bucks.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@bucks.ac.uk](mailto:sudataprotection@bucks.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@bucks.ac.uk](mailto:sudataprotection@bucks.ac.uk).