

## UCISA Privacy Policy

### Introduction

This Privacy Notice tells you what to expect in relation to personal information about you which is collected, handled and processed by UCISA.

We acknowledge and agree that any personal data of yours that we handle will be processed in accordance with all applicable data protection laws in force from time to time; on 25 May 2018, the General Data Protection Regulation (2016/679) (“GDPR”) and the Data Protection Act 2018 which now applies.

### Who are we

Founded in 1993, UCISA is the member-led professional body for digital practitioners in education. Open and inclusive, we work together to use our collective technical knowledge and digital expertise to help transform teaching, learning and research by supporting operational efficiency and an excellent student experience.

Almost all UK Higher Education institutions are UCISA members along with a growing number of Further Education and Sixth Form colleges.

UCISA is a registered not-for-profit charity and supports its community by running a wide range of events and conferences backed up with surveys, reports and best practice toolkits and guides that help our members better meet the ever-increasing digital demands of twenty-first-century education in the UK.

We also work closely with technology and digital service suppliers to the sector – helping them better understand our needs so that they can deliver the solutions that members need.

UCISA is a Registered Company in England No. 09349804, whose Registered Office is c/o Critchleys LLP, Beaver House, 23-38 Hythe Bridge Street, Oxford, Oxfordshire, OX1 2EP. UCISA is registered as a charity with the Charity Commission of England and Wales, No. 1161218.

The correspondence address for data protection purposes is UCISA, University of Oxford, 13 Banbury Road, Oxford, OX2 6NN. Alternatively you can email the Data Protection Officer at [admin@ucisa.ac.uk](mailto:admin@ucisa.ac.uk).

### **Who collects data on behalf of UCISA?**

For the purposes of data collection, UCISA will be the Data Controller and is represented on behalf of UCISA by the Administrator. The Data Controller will ensure that the processing of data, carried out by Data Processors, on behalf of UCISA is fair and in accordance with the requirements of GDPR.

### **What information do we collect?**

UCISA provides a wide range of events backed up by a series of publications. It provides its membership with a range of services including meetings, conferences and special interest groups as well as access to JiscMail these services.

In order to provide these services we need to collect personal information about your institution and (where applicable) yourself. The information that we need to collect will include but is not limited to:

#### **Institution details:**

Name of institution, address of institution, membership type and representative contact details including title, name, job title, department, telephone number and email address. This information is processed under the lawful basis of Contract.

#### **Contact details:**

Your title, name, job title, department, institution, address, email address, and telephone number, (twitter ID and LinkedIn profile (optional)) so that we can contact you in response to an enquiry you make via our site or in relation to the services that we have from time to time agreed to provide to you. This information is processed under the lawful basis of Legitimate Interest.

#### **Correspondence:**

We collect any additional personal data that you may provide to us from time to time if you contact us by email, letter or telephone, through our Site, or by any other means. This information is processed under the lawful basis of Legitimate Interest.

### **JiscMail Lists:**

The UCISA Administration team owns a number of JiscMail mailing lists. Membership of these lists is mostly by self-registration but there may be occasions (such as Committee membership) where UCISA will provide your name and email address to JiscMail.

Your inclusion on JiscMail lists is covered by the JiscMail Service Policies. You can manage your subscription and unsubscribe at any time. If you post messages to JiscMail, be aware that any personal data you share within your email (email address, name and signature information) may be visible to others. Your email will continue to be subscribed to the mailing list until you contact us, or JiscMail Helpline to remove your details. Any email messages you post to the mailing list will remain in the mailing list web-accessible private archives, until you ask UCISA, or JiscMail helpline to remove these.

### **Lawful Basis for the collection of personal data**

In order to collect the data that we do about you, we use the lawful basis of Legitimate Interest in line with GDPR article 6(1)(f), as we consider that we are using your data in a way they you would reasonably expect us to and that this has a minimal privacy impact on yourself.

### **How do we use the personal details you provide us:**

*To provide you with the products and services you have requested.*

We use your personal data to administer your membership as a new or returning member, to provide you with the services offered by UCISA you have requested and for participation in the Organisations activities in accordance with our Terms of Business.

*To send you communications, including, in relation to changes to our Terms of Business*

We use the contact details you have provided to us so that we can communicate with

you about the services that we provide, including to let you know about major changes to those services or to our Terms of Business between us or to any related information.

*To maintain our records and improve data accuracy*

Like any business, we process personal data in the course of maintaining and administering our internal records. This includes processing your personal data to ensure that the information we hold about you is kept up to date and accurate.

*To respond to enquiries, complaints and disputes*

We use the personal data we hold about you to help us respond to any enquiries or complaints you have made, or deal with any dispute which may arise in the course of us providing our products and services to you, in the most effective manner.

*To investigate, detect and prevent fraud and comply with our legal obligations*

In certain circumstances, we use your personal data only to the extent required in order to enable us to comply with our legal obligations, including for fraud detection, investigation and prevention purposes. This may require us to provide your personal data to law enforcement agencies if they request it.

We do not collect any Special Category data.

**When do we share personal data?**

We may disclose your personal data if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to protect the rights, property, or safety, of our business, our members or others. This includes, in specific cases, exchanging information with other organisations for the purposes of fraud protection.

Data Processor	Details
<b>Disclosure to:</b> UCISA Services Limited (USL)	<b>Details:</b> <b>USL</b> , a wholly owned subsidiary of UCISA, provides events organisation services to UCISA. USL may engage with a 3 <sup>rd</sup> party event management company or with potential event sponsors (see below). UCISA shares your data with USL for the purposes of enabling your attendance at events.
<b>Data Processor:</b> <b>Pangea</b>	<b>Details:</b> Pangea, maintain and support UCISA's membership database and its customer relationship solution (Aptify).
<b>Data Processor:</b> <b>ActivelS</b>	<b>Details:</b> ActivelS, maintain and support UCISA's website and Azure platforms.
<b>Data Processor:</b> <b>Microsoft</b>	<b>Details:</b> Microsoft, who via Office 365 and Azure are used for the storage and processing of UCISA data.
<b>Data Processor:</b> <b>Barclaycard EDPQ</b>  <b>Barclays Bank</b>	<b>Details:</b> For the purpose of fulfilling membership or events payments by Credit Card.  For the purposes of fulfilling membership or events payments or expenses by online bank transfer. <b>Note: that UCISA does not retain any of your financial information.</b>

UCISA will not share your data with other third parties without your consent. Where it becomes necessary to make disclosures without your consent, these will always be in accordance with the provisions of the, the EU General Data Protection Regulation (2016/679), the Data Protection Act 2018 and any subsequent legislation.

### **Where do we store and process personal data?**

Data is processed according to our privacy policy and the applicable law of the country where the data is located, i.e. within the European Economic Area (EEA). No processing or storage of data takes place outside of the EEA.

### **How do we secure personal data?**

UCISA takes data security seriously and uses the appropriate technologies and procedures necessary to protect the personal information that it holds about you.

In order:

- to protect data against accidental loss
- to prevent unauthorised access, use, destruction or disclosure
- to ensure business continuity and disaster recovery
- to restrict access to personal information
- to conduct privacy impact assessments (where necessary) in accordance with the law
- to train staff on data security

UCISA adheres to the standards and regulations of the General Data Protection Regulation (2016/679) and the Data Protection Act 2018.

### **How long do we keep your personal data for?**

We retain your personal data for no longer than is necessary for the purposes(s) for which it was provided. What this means in practice will vary between different types of data.

When determining the relevant retention periods, we take into account factors including:

- legal obligation(s) under applicable law to retain data for a certain period of time;
- statute of limitations under applicable law;
- potential or actual disputes; and

- guidelines issued by relevant data protection authorities.

Where you are a client of UCISA, personal data will be retained for the duration of the membership and all membership data except for the member's name is removed from the Organisation's database within one week of notification of cessation of membership.

For members withdrawing only from a special interest group or subject, only the contents of the relevant field of the directory record will be deleted.

Where you have made an enquiry to UCISA, personal data will be retained for as long as it is necessary to respond to that enquiry and for a further period of three months from the date of the response in order for us to provide you with additional information about our services after which time it is destroyed. You may withdraw your consent to receiving this additional information at any time during that period.

Therefore, we will securely erase your personal data from our systems when it is no longer needed. Paper-based information is securely shredded and disposed of, and electronic information is digitally destroyed, and a certificate of destruction is obtained (where applicable).

## **Your rights in relation to personal data**

### *1. Rights to be informed*

You have the right to be provided with clear, transparent and easily understandable information about how we use your personal data and your rights.

### *2. Right of access*

You have the right to obtain access to your personal data (if we are processing it) and certain other information (similar to that provided in this Privacy Notice).

### *3. Right to rectification*

You are entitled to have your personal data corrected if it is inaccurate or incomplete.

### *4. Right to erasure*

This is also known as 'the right to be forgotten' and, in simple terms, enable you to request the deletion or removal of your personal data where there is no compelling reason for us to keep using it.

This is where the personal data is no longer necessary for the purpose for which it was originally collected or processed it for; and we are relying on consent as the lawful basis for holding your data, and you withdraw your consent or where we are relying on legitimate interests as the basis for processing, your data and you object to the processing of your data, and there is no overriding legitimate interest to continue this processing. There is no right to erasure for data collected under the lawful basis of Contract or Public Task where that purpose remains.

#### *5. Right to restrict processing*

You have the right to 'block' or suppress further use of your personal data in certain circumstances. When processing is restricted, we can still store your personal data, but may not use it further.

#### *6. Right of data portability*

You have the right to obtain and reuse your personal data in a structured, commonly used and machine-readable format in certain circumstances where the lawful basis for processing the information is consent or for the performance of a contract; and the processing has been carried out by automated means. This right does not apply to paper-based files

#### *7. Right to object to processing*

You have the right to object to our processing of your personal data for our legitimate business interests or for direct marketing purposes.

#### *8. Right to withdraw consent to processing*

If you have given your consent to us to process your personal data for a particular purpose (for example, direct marketing), you have the right to withdraw your consent at any time (although if you do so, it does not mean that any processing of your personal



data up to that point is unlawful).

#### *9. Right to make a complaint to the data protection authorities*

If you would like to exercise your data protection rights or if you are unhappy with how we have handled your personal data, please feel free to contact us by using the details set out at [www.UCISA.ac.uk](http://www.UCISA.ac.uk).

If you're not satisfied with our response to any enquiries or complaint or believe our processing of your personal data does not comply with data protection law, you can make a complaint to the Information Commissioner's Office (ICO):

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 Fax: 01625 524 510