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# STUDENT PRIVACY STATEMENT

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## Introduction

Christ Church Students' Union (“we”, “our” or “us”) promises to respect any personal data you share with us, or data that we get from other organisations and keep safe. We aim to be clear when we collect your data and not do anything you wouldn't reasonably expect.

Developing a better understanding of our members through data allows us make better decisions, communicate more efficiently and, ultimately, helps us to reach our goal of having a positive impact with every Canterbury Christ Church University student.

## Where do collect information about you from?

We collect information in the following ways:

- **When you become a MEMBER** - Each year that you enroll on a Canterbury Christ Church University accredited course you automatically become a member of Christ Church Students' Union. Canterbury Christ Church University shares a register of members with us daily which includes information about you and your course. When the University gives us this data we become responsible for it and will use this as our core central record of your membership.
- **When you give it to us DIRECTLY** - You may give us your information in order to sign up to a student group, for one of our events, undertake research activities, use our advice service, purchase products from us, or communicate with us. When you give us this information we take responsibility for looking after it and we will cross reference this data against our register of members.
- **When you give it to us INDIRECTLY** - Your information may be shared with us by independent organisations. These independent third parties will only do so when you have indicated that you have given consent to share this data with us. You should check their Privacy Policy when you provide your information to understand fully how they will process your data.
- **When you give permission to OTHER ORGANISATIONS to share** - We may combine information you provide to us with information available from external sources in order to gain a better understanding of our members to improve our communication methods, products and services. The information we get from other organisations, such as social media platforms, may depend on your privacy settings or the responses you give, so you should regularly check them.
- **When 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're small text files that sites transfer to your computer, phone, or tablet. They make interacting with a website faster and easier – for example by automatically filling your name and address in text

fields. In addition, the type of device you're using 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're using. Your device manufacturer or operating system provider will have more details about what information your device makes available to us.

- **When you BUY A PRODUCT from us** - To place an order with us online you are required to be a member, or otherwise registered with us. At the point of registration we request certain information including your name, delivery address and email address. This information is required to enable us to process your order and notify you of its progress. Once an order has been placed, we may contact you by email to confirm your order details and again once your order has been accepted and despatched. Should we need to contact you for any reason regarding your order, we will use the email address registered to your account, or the telephone number where provided. We may also ask if you will provide us with your Student ID number when you shop in store, this allows us to track the products you purchase, provide better customer service standards and develop the product range we offer to students. In store you are under no obligation to provide us with this information.

### **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. If you are one of our members, the University, in response to their obligations to you, provide us with a set of key information you provided at enrollment. The information provided to the Students' Union is detailed in the Data Transfer Agreement, which can be accessed at [www.ccsu.co.uk/about/policy](http://www.ccsu.co.uk/about/policy).

In addition, to provide the best possible standards of administration and communication when you participate in our democracy, attend an event, join a student group, or use one of our services we may ask for additional information such as:

- Your bank details to facilitate payments;
- Your phone number to keep in touch and aid communication;
- Information relating to your health if you are taking part in a high risk activity;
- Any disabilities so that we can provide assistance where needed;
- Information regarding your academic studies; and
- An indication of your disability status, ethnicity, sexual orientation or other protected characteristic, on a self-defined basis.

We will use your data to:

- Provide you with the services, products or information you asked for;
- Advocate on your behalf;
- Ensure you are adequately protected and insured;
- Administer your membership;
- Facilitate participation in our democracy;
- 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; and

- Monitoring and reporting on equality, diversity, and inclusion.

### **Building profiles of members and targeting communications**

Where you have given us consent we use profiling and screening techniques to ensure communications are relevant and timely, and to provide an improved experience for our members. Profiling also allows us to target our resources effectively, which members consistently tell us is a key priority for them. We do this because it allows us to understand the background of the people who study at the University and helps us to deliver appropriate services and information to members who need it.

When building a profile we may analyse geographic, demographic, and other information relating to you in order to better understand your interests and preferences in order to contact you with the most relevant communications. Your data would only ever be analysed or profiled through encrypted and protected data processes, which only ever identifies broad statistics. In doing this, we may use additional information from third party sources when it is available.

### **How we keep your data safe and who has access**

Personal data collected and processed by us may be shared with Students' Union employees and volunteers and under strictly controlled conditions the following groups where necessary:

- Contractors;
- Advisors;
- Agents; and
- Service provider partners.

When we allow access to your information, we will always have complete control of what they see, what they are allowed to do with it and how long they can see it. We do not sell or share your personal information for other organisations to use. 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, volunteers and contractors.

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

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.

As a member led charitable organisation it is important that our elected representatives are publicly accountable to members. We publish the names of all elected representatives alongside their assigned @ccsu.co.uk email addresses, we may also publish University email addresses where appropriate to the individual and their role. Where University email addresses (@canterbury.ac.uk) are published the individual will be entitled to opt-out of this. Committee members may currently opt-out of sharing their email with group members by updating their profile on the Union's membership system.

## **Marketing & Communications Preferences**

### **Membership Communications**

As a member we believe you have an interest in hearing from us about the products and services we offer, what we're doing to represent you and opportunities that might be of interest to you. You may opt out of these communications at any stage by clicking the unsubscribe link contained within the email.

### **Direct Marketing**

As a charity we need to fundraise to provide the services we offer to you, and we may do this by sending marketing material on behalf of partners to our members where you have told us that we can. 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. If you don't want to hear from us, that's fine, just let us know by clicking 'unsubscribe' in any email we send you or by contacting [comms@ccsu.co.uk](mailto:comms@ccsu.co.uk).

### **Keeping your information up to date**

We mostly use the record of members provided by Canterbury Christ Church University to maintain accurate data about you as described above. We really appreciate it if you let us know if your contact details change.

### **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. An overview of this analysis can be accessed at [ccsu.co.uk/about/data](http://ccsu.co.uk/about/data).

The Students' Union operates a Data Protection Policy which can be accessed at [www.ccsu.co.uk/about/policy](http://www.ccsu.co.uk/about/policy). 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 which meets the requirements of the Information Commissioner's Office.

The Students' Union does not store any card payment data on our systems following online transactions. The Union utilises payment processor WorldPay to handle online transactions.

### **Access to your data**

- You have the 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 for we will do so. Contact us on contact us via [comms@ccsu.co.uk](mailto:comms@ccsu.co.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 we hold about you, you must complete a Subject Access Request Form with a description of the information you want to see. You then need to send this, and the required proof of your identity, by post to Christ Church Students' Union, St George's Centre, 41 St Georges Place, Canterbury, Kent, CT1 1UT. We do not accept these requests by email so we can ensure that we only provide personal data to the right person.

If you want to opt-out of all communications and data processing you will be required to surrender your membership to the Students' Union which will limit your access to activities and services. More information about this, and how to opt-out, can be found in the Code of Practice at [www.ccsu.co.uk/about](http://www.ccsu.co.uk/about).

If you have any questions please send these to [comms@ccsu.co.uk](mailto:comms@ccsu.co.uk), and for further information see the [Information Commissioner's Office guidance here](#).

### **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 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 [comms@ccsu.co.uk](mailto:comms@ccsu.co.uk).