



Chesters Students' Union

Privacy Statement (including Fair Processing information)

At Chester Students' Union, we are committed to protecting your personal information and being transparent about what we do with it. We are committed to using your personal information in accordance with all applicable laws concerning protection of personal information and not do anything with your information that you would not reasonably expect.

This Privacy Statement explains:

- how we may obtain your personal information
- what information we collect
- how we will use that information
- your choices regarding your information we hold

Who we are

When we say 'we' or 'the Union' or 'CSU' we mean Chester Students' Union, Parkgate Road, Chester. CH1 4BJ
Registered in England Company Number: 7623621 and Registered Charity Number: 11149397

If you have any questions about it this Privacy statement, please contact the Chief Executive Officer.

1. How do we obtain your personal information?

We collect information in the following ways:

You may give us your information in order to sign up for one of our events, opt in to receive information, when you contact us to ask about our activities, join a sport or society, order products or services from us, seek assistance from our advice service, run for election, work for us, volunteer or otherwise give us personal information in the normal course of our activities.

The University shares a limited amount of personal information with the Union to allow:

- administration of activities in support of the objectives of the Union; and
- reasonable and non-disruptive levels of email communication between the Union and its members with the explicit consent of members.
- The administration of elections

2. What information do we collect?

Personal information is any information that can be used to identify you. For example, it can include information such as your name, date of birth, email address, postal address, telephone number, fax number and credit/debit card details, as well as information relating to your health or personal circumstances. Data protection law recognises that certain categories of personal information are more sensitive. This is called sensitive personal information and covers health information, racial or ethnic origin, religious beliefs or other beliefs or a similar nature, political opinion and trade union membership.

We will make it clear to you what information we are collecting and the purposes for collecting such. We will only collect personal information where there is a clear need to do so.

3. How do we use your information?

How we use your personal information will largely depend on why you are providing it. We may use your information in the ways set out below:

- To verify your identity when participating in Union activities including elections and meetings in which you have a right as a member to participate.
- To give you the information, support, services, opportunities or products you ask for.
- If you are employed by us we use your personal information to process your pay and pension and to discharge or responsibility to collect and pay on your behalf income tax (PAYE), national insurance, student loan repayments or to carry out obligations under employment, social security or social protection law.
- We use your personal information to look into, and respond to complaints or other issues.
- We use personal information to carry out statistical analysis and research in order to help us to understand how we are performing and how we can improve our services and meet the needs of people that require our help.
- We use your information to keep a record of your relationship with us and for internal administrative purposes (such as our accounting and records), and to let you know about changes to our services or policies.

We may also use your personal information for other purposes, which we will specifically notify you about and, where required, obtain your consent.

4. Communicating with You

With your consent, we may use your information to send you communications, by email about our work and how you can help us to help you, for example, information about our campaigns, volunteering and how you can get involved.

With your consent, we may use your information to send you communications, by email from NUS or other partner organisations who offer services, benefits or discounts to students.

All our forms have clear marketing preference questions and we include information on how you opt in to receive these communications by email. You can let us know if you would prefer not to receive these marketing communications at any time by logging in to your account and amending the preferences. If you have any queries about this you can email us at csu@chester.ac.uk.

We will also contact you with routine organisational information about opportunities or activities if for example you have joined a club or society, volunteered to be a course rep, been elected or you have bought ticket for an event or a trip.

We may use profiling techniques to ensure communications are relevant and timely, and to provide an improved experience. We do this because it allows us to target our communications effectively and make appropriate or to tailor our services to better suit you. This sort of profiling can include us using information such as your age, where you live, your school or course and any previous Union involvement you may have had.

5. Who do we share your information with?

We will never sell your personal information to any third parties, but sometimes we share your information with service providers who are contracted or authorised to act on our behalf to fulfil a legal requirement.

We may also share information with our financial and legal advisers for the purposes of obtaining advice and protecting our legal rights.

We may also share your information with the emergency services if we think there is a risk of serious harm or abuse to you or someone else.

When acting on your behalf and representing you our Advice Service may share your information with other organisations in order to assist you. They will always respect your confidentiality and seek your consent to share your information.

The law imposes restrictions on the transfer of personal data outside the European Union and the Union confirms that your data will never be transferred out of the European Union without your explicit consent.

When we collect your personal information, we use strict procedures and security features to prevent unauthorised access. However, no data transmission over the Internet is 100% secure. As a result, while we try to protect your personal information, Chester Students' Union cannot absolutely guarantee the security of any information you transmit to us and you do so at your own risk.

6. Privacy and our Website(s)

How do we use cookies? The Union uses cookies to give you a more personalised web service. To see how we use cookies, what they are, and which ones we use please go to our 'How we use cookies' page. This page also includes instructions on how to disable cookies if you don't want them to be used.

Links: The Union website may include links to other sites, not owned or managed by us. We cannot be held responsible for the privacy of information collected by websites not managed by us.

You Big Ideas - online discussion and consultation: You Big Ideas - an online discussion and consultation facility is moderated, is not anonymous and your name can be seen by other students. When contributing to a discussion about a Big Idea we strongly recommend you avoid sharing any personal information that can be used to identify you (such as your age, and address or email address). We are not responsible for the privacy of any identifiable information that you post in the Big Idea. The Union will never disclose information about how you have voted on big idea.

Online Elections: The Union uses a secure online voting system. Personal data used to verify your identity for voting purposes is supplied by the University of Chester under a data sharing agreement in pursuit of its legal obligations under the 1994 Education act. Votes recorded by the system are confidential to the independent Returning Officer and may only be accessed by Union employees with delegated responsibility. The Union will never disclose information about how a member has voted.

7. Accessing and updating your personal information

You can request access to any information we hold about you. The law calls this a 'data subject access request'. An individual is entitled only to your own personal data, and not to information relating to other people. We will provide the information free of charge within 30 days but if there are repeated requests or when the request is manifestly unfounded or excessive, particularly if it is repetitive we reserve the right to make a charge of £100.

You can make a data subject access request by contacting csu@chester.ac.uk.

Individuals the right to have personal data rectified if it is inaccurate or incomplete. If you believe any information we hold about you is inaccurate for any reason please let us know. Equally you can keep us up to date about changes to your personal information by logging into your account and updating your information or preferences.

You can also let us know if you would no longer like to receive communications from us by logging into your account and updating your information or preferences.

The right to withdraw consent to processing at any time where relevant you can do this by contacting csu@chester.ac.uk. You should note that this request could affect your ability to participate in a range of union activities including the right to vote and take part in Union democratic processes that are your right as a member.

8. Retention of your personal information

We will ensure that we do not retain **your personal information** than longer than is legally required or can be reasonable justified by the legitimate interest of the Union or a member. Specifically:

- Data about you will be normally be securely disposed of 12 months after graduation unless we have obtained your consent.

Data relating to members who have consulted the advice service, employees of the Union and Trustees of the Union will normally be retained for seven years prior to safe disposal. We may also retain **your personal information** for the purposes of protecting our legal rights or in the legitimate interest of employees, trustees and members.

9. The right to complain.

If you have a concern about the way, the Union organisation is handling your personal information or if you have, any questions about how we handle information you should contact the Chief Executive Officer at Chester Students' Union. You can make a complaint by contacting csu@chester.ac.uk.

If you are unhappy about how we have handled your data or if you have concerns perhaps that we hold information about you that is incorrect, have held it for too long, or are not keeping it secure you can contact the Information Commissioners Office (ICO) helpline on 0303 123 1113. They may be able to help you do something about it. You can also raise your concerns at www.ico.org.uk/concerns/

10. Changes to this policy

We may change our privacy policy from time to time so please check back periodically.

This Privacy Policy was last updated on XX.

Registered Office: Chester Students' Union, Parkgate Road, Chester. CH1 4BJ

Registered in England Company Number: 7623621

Registered Charity Number: 11149397

Passed at Trustee Board 23/04/18



Chester Students' Union
Privacy Statement – short version

The Students' Union is committed to protecting your personal information and being transparent about what we do with it. We will not do anything with your information that you would not reasonably expect.

You can see our Full Privacy Statement at [INSERTLINK](#)

You are receiving this email as you have opted in to receive communications from the Union. If you would prefer not to receive these emails you can opt out at any time by emailing csu@chester.ac.uk or changing your preferences on our website at www.chestersu.com

Passed at Trustee Board 23/04/2018