

## Visitors Privacy Notice

The Royal Agricultural University (RAU) is a data controller and is committed to protecting your personal data and working in accordance with all relevant data protection legislation. This privacy notice explains how the University processes and uses the personal data we collect about applicants, registered and former students.

The University will process your data in compliance with the General Data Protection Regulation (GDPR) which came into effect on 25 May 2018.

### What data do we hold?

The University may hold data relating to you from a number of sources you provide whilst attending an event, conference, function, participating in a networking or other group or making a booking with the Royal Agricultural University. Your image may be recorded on CCTV.

### Our records may include

- Your contact details, for example: your address and telephone number (these are updated whenever you notify us if they have changed).
- Your email address, for example: if we need to contact you to provide or obtain more information regarding a booking or enquiry. If you consent, it will also be added to our mailing list for marketing purposes to advise you of events, conferences, seminars, or other workshops and conferences which may be of interest to you. We don't rent or trade email lists with other organisations and businesses.
- Special requirements, for example: if you have any particular needs for accessibility or dietary requirements and medical requirements that you choose to disclose to us.
- Booking details, for example: why you are here; your accommodation requirements; how long you are staying; when you will arrive; which conference or function you are associated with.
- Conference and event details, for example; how many people are attending and any special requirements, catering requirement, if you require accommodation and how many rooms will be needed, where, when and for how long is your conference or event.
- Your participation in a networking group (if applicable), for example: Your role in the group; specific contact details for the group; your participation in networking group events.
- Details of your company structure or other commercial information if provided by you, for example: names of key contacts for completion of contracts; office addresses; key business and trading information.

- Your general preferences; to help us engage with you in the ways most relevant to you and to ensure you enjoy your stay with us.
- Any other personal data required to carry out the legitimate business of the University.

## CCTV

For our use of CCTV on campus, please see the CCTV policy.

## Wi-Fi

We offer all of our onsite customers and guests Wi-Fi. When you use our Wi-Fi we may collect data about your device, the volume of data which you use, the websites and applications which you access and, your usage by access time, frequency and location. This is monitored by our IT department using the latest security software and through firewalls.

## Acceptable use policy

Before using Wi-Fi, users must be authorised by completing the registration process, this is to ensure that you comply with the universities fair use policy, more information can be found in our IT Services policy [link](#).

## Network use and cookies

The Royal Agricultural University does not use cookies to collect personally identifiable information about you. However, if you wish to restrict or block the cookies which are set by the Royal Agricultural University website, or indeed any other website, you can configure your browser to do so. The 'Help' function within your browser should tell you how to achieve this.

There are two make kinds of cookies: session cookies and persistent cookies. Session cookies should be deleted from your computer when you close your browser, whereas persistent cookies remain stored on your computer until deleted, or until they reach their expiry date.

Alternatively, you may wish to visit [www.aboutcookies.org](http://www.aboutcookies.org) which contains comprehensive information on how to restrict or block cookies in a wide variety of browsers. You will also find details on how to delete cookies from your computer, as well as more general information about cookies. If you would like to configure the cookie settings on your smartphone, please refer to the handset's manual.

Please be aware that restricting cookies may impact on the functionality of the Royal Agricultural University website.

## Storing your personal data?

All information you provide to us is stored securely on our shared drive, or on our CRM database, and locked filing cabinets. The RAU takes the security of your data seriously. The RAU has internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties. Any payment transactions will be taken at the time of booking and we do not store your payment details for future transactions. Your data will be held for the length of your visit to the RAU and/or your continuing involvement with the University.

## Legal Basis for processing

The legal basis for processing your personal data, for the purposes as described above is that it is necessary in the **legitimate interest** of the RAU as a business providing commercial and conference services.

Where we contact you by email, SMS or phone, we will be processing this information on the basis of **consent**.

## How do we use your data?

The information we collect from you will be used to process any booking, enquiry or request. Where you have given your consent, your information may also be used by the university to advise you of further events and conferences which may be of interest to you.

## Disclosure of your information

Unless otherwise stated on the relevant form collecting your data, the University will not disclose your personal information to third parties. Your information may be disclosed to third parties where the University is under a duty to disclose or share your personal data in order to comply with any legal obligation; or in order to enforce or apply the University Network terms and/or any other agreements entered into between us; or to protect the rights, property, or safety of the University, its staff, students, other Users of the University Network or any other person (including but not limited to third parties who claim that you have infringed their intellectual property rights and/or privacy rights).

This data sharing includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction where applicable.

## Your rights and preferences

You have the right to:

- Ask us to see, correct or delete the data we hold about you.
- Object to specific data uses, as described above.
- Object to receiving communications and direct marketing.
- Ask for the transfer of your data electronically to a third party.

## Other information

This privacy notice will be kept under review. Any changes will be updated on our website and communicated to you as appropriate. This privacy notice was last updated in January 2024.

The University's Data Protection Officer is responsible for monitoring compliance with relevant legislation in relation to personal data and can be contacted at [dataprotection@rau.ac.uk](mailto:dataprotection@rau.ac.uk)

You can also contact the DPO if you have any queries or concerns about the University's processing of your personal data. You have the right to lodge a complaint with the Information Commissioner's Office at [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns)

## Further information

If you have any questions regarding this privacy notice please do not hesitate to contact us at [dataprotection@rau.ac.uk](mailto:dataprotection@rau.ac.uk)