

Privacy Statement

Your Privacy and Security

We recognise that your personal privacy is a serious and important issue and we support the principle of protecting privacy on the Internet within the context of current UK legislation.

This privacy policy explains how we treat your personal information. Though the policy has been developed to take account of changes in Internet technology, it is subject to change and any such changes will only be notified on this page.

By using our online payment services you consent to the collection/retention and use of your personal information in accordance with this policy.

1. What information is collected about you and your use of this site?

As a user of our site you will always have control of the data we collect about you. However, there will be areas of the site that will require you to provide certain information before you are able to use or access them.

Information you give us

We receive and save any information you enter on our Web site or give us in any other way. You provide most such information when you search, pay, participate in a questionnaire, or communicate with us. For example, you provide information when you: make a payment; communicate with us by phone, e-mail, or otherwise; complete a questionnaire. As a result of those actions, you might supply us with e-mails and information such as student details and your relationship to the student on whose behalf you are paying. You can choose not to provide information, although it may be needed to make a payment.

Automatic Information and Cookies

We receive and save certain types of information whenever you interact with us. For example, like many web sites, we use "cookies". A cookie is a piece of information sent via your Internet browser and saved on your local hard drive. Cookies allow us to obtain certain types of information when your web browser accesses our online payment pages. We collect: the IP address used to connect your computer to the Internet; computer and connection information such as browser name, type, version and platform, date and time of your visit; page viewed. Currently all our cookies are session cookies and are deleted when the browser window is closed. Cookies do no harm in themselves. The Help portion of the toolbar on most browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie, or how to disable cookies altogether. However, the online payment service and the Online Store will not function properly without accepting any cookies.

We have described the main cookies we use and what we use these for below:

Cookie Name	Purpose
Site_Val	Used to track the user's language e.g. Welsh
ASPSESSIONID	Used to track the user's session on WPM
WPM_Store	Used to track the store user's session
CompanyID	Used to track the store user's session
OPENCAMPUS_SESSION_ID	Used to track the user's session on Quercus

E-mail Communications

To help us make e-mails more useful and interesting, we often receive a confirmation when you open e-mail from the online payment service if your computer supports such capabilities.

Information from Other Sources

We might receive information about you from other sources and add it to our account information.

2. How we use your data

Data that we collect about you will only be used for the purposes given below.

Fulfilment

Personal data collected as part of the payment process will be held primarily to settle your tuition fees and accommodation charges. This data will be retained and may be used for any of the following purposes: accounting, billing and auditing, administrative and legal purposes, security and payment verification.

Analysis

Using the logging data, we analyse demographic and other statistical information about user behaviour in order to investigate the popularity and effectiveness of our site. In performing such analysis and in the course of our business we will only ever disclose information in an aggregated form that is not capable of identifying an individual user.

3. How we handle the data submitted by you

The Royal Agricultural University is a data controller and is registered with the Office of the Information Commissioner as required under the Data Protection Act 1998. We will only process your personal data in accordance with the University's notification and in accordance with current Data Protection legislation.

Data security

Please protect sensitive data at all times throughout your online transaction. Make sure

that nobody can see over your shoulder when typing in personal information and logoff properly when you have finished. In order to ascertain that the website is secure, you can check the secure site certificate. All payment details which are entered through this payment gateway are encrypted when the Student, or third party making payment, enters them. The site is secure using 128 bit encryption to offer secure communications by encrypting all data to and from the site. It is important for you to protect against unauthorized access to your password and to your computer. Be sure to sign off when you have finished using a shared computer.

Changing personal information

Under the Data Protection Act 1998, you are entitled to access the information we hold about you and you are entitled to demand that this information is amended/deleted should it not comply with the Act's principles.

Requests for access to information held about you should be made in writing to the Data Protection Officer, The Royal Agricultural University, Stroud Road, Cirencester, Glos GL7 6JS, UK. We may charge a fee of up to £10 to cover administration costs, as is permitted under the Act.

Disclosure of data

Authorised personnel within the Royal Agricultural University will be able to access the information you provide to us. We may also disclose your information to other third parties who act for us for the purposes set out in the policy or for purposes approved by you.

Outside the Royal Agricultural University, data may be disclosed to the following parties:

Contracted Agencies

We employ other companies and individuals to perform functions on our behalf. Examples include processing credit card payments, and hosting the website. The contracted agencies have access to personal information needed to perform their functions, but may not use it for other purposes.

Other Organisations

Personal information provided by you may occasionally be shared with other organisations for the prevention of fraud. Should you fall behind with payments due, we may disclose sufficient personal data to a third party to enable it to pursue and recover the debt from you. Third parties may include solicitors, agents appointed by us (for example, debt recovery and tracing agents) and the Courts.

Please note that countries outside the European Economic Area do not always have the same strong data protection laws. However, we will always take steps to ensure that your information is used by third parties in accordance with the terms of this Privacy Policy.

Unless required or permitted to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

4. Links to external web sites

This website may contain links to other websites that are outside our control and are not covered by this privacy policy. The privacy policies of these other sites may differ from this one.

5. Children

This website is not intended for children. We neither knowingly solicit nor collect personal information from or about children, nor do we knowingly market our products or services to them.

6. Contact information

If you would like access to the information we hold about you, please contact the address below. Similarly for complaints or queries about the privacy policy or data protection queries generally please contact:

Data Protection Officer, Royal Agricultural University, Stroud Road, Cirencester, Glos GL7 6JS, UK. Tel: 01285 652531. Email: Richard.Harris@rau.ac.uk