

## **Royal Agricultural University**

### **Visitors Privacy Notice**

The General Data Protection Regulation is coming into effect from May 25<sup>th</sup> 2018 and we have made some important changes to our Privacy Notice. Please be assured that your data has always been secure and protected by the Royal Agricultural University. This update is to ensure that we are legally compliant and that information is as clear and transparent as possible. This privacy notice explains how the University processes and uses your personal data.

#### **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
- 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.

**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 thorough 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 at;

<https://www.rau.ac.uk/university-life/student-services/campus-facilities/it-services>

**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 main 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 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**.

## **Uses made of the Information**

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.

## **Access to your personal information**

Under The General Data Protection Regulations you have the right to access any of your personal data held by the university, amend your details and request that we delete the information that we hold.

The University's nominated Data Protection Officer is responsible for monitoring compliance with relevant legislation in relation to personal data. You can email your request, query or concerns to our data protection officer at [dataprotection@rau.ac.uk](mailto:dataprotection@rau.ac.uk)

You also 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)

This Privacy Notice will be kept under review and any changes will be updated on our website and communicated to you as appropriate.

This Privacy Notice was last updated on 23<sup>rd</sup> May 2018