

Student Data Privacy Notice

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Introduction

Durham Students' Union ("we", "our", "us" or "the Union") promises to respect any personal data you share with us, or that we get from other organisations and keep it 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 your personal data allows us to make better decisions, communicate more efficiently and, ultimately, helps us achieve our vision of making sure every student has the power and opportunity to transform their time at Durham.

This Privacy Notice explains when and why we collect personal information about you, how we use it and the conditions under which we may disclose it to others. Your personal data is defined as any information can directly or indirectly identify you. This notice also explains how we keep your data safe and secure and includes information you need to know about your rights and how to exercise them.

If you have any questions regarding our Privacy Notice and our use of your personal data, or would like to exercise any of your rights, please get in touch via the following information:

Email us at su.dataprotection@durham.ac.uk
Call our Data Protection Officer: 0330 111 0013

Who are we?

We are Durham Students' Union, with a registered address at Dunelm House, New Elvet, Durham, DH13AN. For the purposes of UK Data Protection Law, we are registered with the ICO.

We have appointed Data Protection Officer to oversee Data Protection at Durham SU, and this is Angjela Molla from Hope and May Data Protection.

How and when we collect information about you

We collect information in the following ways:

When you become a MEMBER

Each year that you are enrolled on a Durham University accredited course you automatically become a member of Durham Students' Union, unless you opt out during enrollment. The University regularly shares a register of members with us 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 to sign up to a student group, for one of our events, undertake research activities, use our advice service, purchase our products or communicate with us. When you give us this information, we take responsibility for looking after it and use it only in accordance with our Data Protection and Information Security Policy.

When you give it to us INDIRECTLY

Your information may be shared with us by independent organisations, for the University, research partners, or event partners. 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. The information we get from other organisations may depend on your privacy settings or the responses you give, so you should regularly check them. This information comes from the following sources:

Durham University, college Common Rooms, NUS, Google and social media platforms such as Facebook.

Third party organisations

You may have provided permission for a company or other organisation to share your data with third parties such as the Students' Union. This could be when you buy a product or service, register for an online competition or sign up with a comparison site.

Social Media

Depending on your settings or the privacy policies for social media and messaging services like Facebook, Instagram or Twitter, you might give us permission to access information from those accounts or services.

Information available publicly

This may include information found in places such as the University directory and information that has been published in articles/newspapers or on your college's website.

When we collect data as you use our WEBSITES

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, and we only use functional cookies. They're small text files that sites transfer to your computer (or phone or tablet). They make interacting

with a website faster and easier – for example by automatically filling your name and address in text fields. There are more details in our [Cookies Statement](#).

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 GROUP MEMBERSHIP OR EVENT TICKET

To place an order with us online, registration is required. At the point of registration, we request certain information to enable us to process your order and provide you with what you have purchased. When you complete your registration, you will be asked to opt-in to hear from us and will be provided with different options for communication. You are under no obligation to opt-in. Should we need to contact you for any reason regarding the membership you've purchased or your tickets, we will use the email address you've provided.

When you come to us for ADVICE

To make an appointment with our Advice service, we request certain information from you including your name, contact details, and student ID. Data relating to booking an appointment with our advisor is stored on a third-party server. The support you receive from our Advice Service will be recorded in our secure Advice Platform.

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.

Our members

The University provides us with a set of key information you provided at enrollment. When you use our services or participate in one of our activities, we will use this information to provide the best possible standards of administration and communication. The data shared includes:

- Name
- Date of birth
- University email address
- Year of study
- Expected leave date
- College
- Undergraduate/Postgraduate status
- Department/programme
- Fee status
- Student ID

- Images from the university image bank
- Health data (in safeguarding situations)
- Gender

In addition, when you attend an event, join a student group or use one of our services you may provide us with additional information, or we may ask for additional information such as:

- Your bank details to facilitate payments
- 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
- Data about your membership of a student group or campaign

We will mainly use your data to:

- Provide you with the services, products or information you asked for
- Administer your membership, including your access to voting in our elections
- 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
- To get in touch with you about any support or advice you have requested; to assess the support you need and to understand the demand for our services so we can improve them
- Safeguarding

Build profiles of members and target relevant communications to you:

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 help 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.

Lawful basis for processing

According to data protection legislation, we must rely on specific lawful bases when we process personal data.

We mainly rely on legitimate interest as our lawful basis for processing your personal data, as you opt-in to sharing the data with us when you become a student of the University. When we process special category data the lawful basis is consent, or substantial public interest read with conditions from the Data Protection Legislation.

For data collected when you attend our events or use our advice service, we rely on our legitimate interest.

How we keep your data safe and who has access

Personal data collected and processed by us may be shared with the following groups under strictly controlled measures, where necessary:

- Contractors
- Advisors
- Agents
- Service provider partners

These organisations act as data processors and process such data on our behalf. 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.

To comply with our duty of care and safeguarding, we may need to disclose your details if required to the police, regulatory bodies or legal advisors. In such circumstances, we apply vital interest and legitimate interest as our lawful basis. Data subjects' rights and other UK GDPR provisions may be restricted when personal data is processed in these circumstances. Exceptions and exemptions are applied on a case-by-case basis.

We will only ever share your data in other circumstances if we have your explicit and informed consent.

Please note, this privacy notice applies to data that you, or someone else, provides to Durham Students' Union in accordance with our policies and procedures. Student groups should abide by our guidance around privacy and confidentiality when collecting and storing the data you provide

to them. If you are involved with a student group and are unsure about their data protection practices, you can speak to us to ask questions. Email us at su.dataprotection@durham.ac.uk.

How long do we keep your data?

We only keep your data for as long as we need it for, which will be at for the duration of your membership with us, and then for one year afterwards. Data is destroyed or deleted in a secure manner as soon as this retention date has passed.

Marketing & Communications Preferences

Membership Communications

As a member, you can opt-in to receive communication emails. You can change your preference and opt-out at any time and links to do this will be provided on communication emails. In some instances, we believe it may be within our and your legitimate interests for you to hear 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, for example, our democratic elections, and you will be unable to unsubscribe from these whilst you are a member of the SU. Occasionally, we may include information from partner organisations, our own social enterprises or organisations who support us in these communications.

Direct Marketing

As a charity we need to fundraise to provide the services we offer to Durham students, and occasionally we do this through commercial services. We send marketing material relating to our commercial services 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 unless you have given us your consent to do so.

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. Our forms have clear marketing preference questions, and we include information on how to opt out when we send you marketing. If you don't want to hear from us, that's fine. Just let us know when you provide your data or contact us on su.dataprotection@durham.ac.uk.

Keeping your information up to date

We use the record of members provided by the 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.

The Students' Union operates a Data Protection and Information Security Policy which is supported by data protection guidelines for our employees and volunteers. 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 sensitive card data on our systems following online transactions.

The Union utilises payment processor Braintree to handle these transactions.

Your rights

Under data protection laws in the UK and EU, you have certain rights over the personal information that we hold about you. If you would like to exercise your rights, please get in contact with any of the details listed above. Here is a summary of the rights we think apply:

a. Right to be Informed

You have the right to be informed as to how we use your data and under what lawful basis we carry out any processing. This Privacy Notice sets this information out however if you would like further information, please get in touch.

b. Right of Erasure – also known as the right to be forgotten

You may ask us to delete some or all the information we hold about you. Sometimes, where we have a legal obligation, we cannot erase your personal data.

c. Right to Object

You have the right to object to the processing of your personal information, such as where processing is based on legitimate interests or for direct marketing.

d. Inaccurate personal information corrected

Inaccurate or incomplete information we hold about you can be corrected. If any of your information is out of date or if you are unsure of this, please get in touch through any of the contact details listed in this notice.

e. Right of restriction

You have a right to restrict the processing of some or all of your personal information if there is a disagreement about its accuracy, or we are not lawfully allowed to use it.

f. Right to Access your information

You have a right to request access to a copy of your personal information that we hold about you, along with the information on what personal information we use, why we use it, who we share it with, how long we keep it for and whenever it has been used for automated decision making. You can make a request for access free of charge and proof of identity is required.

g. Automated decision making

Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. You have the right to question the outcome of automated decisions that may create legal effects or create a similar significant impact on you.

h. Portability

You can ask us to provide you or a third-party with some of the personal information that we hold about you.

i. Right to withdraw consent

Where you have provided consent to our use of your data, you also have the right to withdraw that consent at any time.

Complaints procedure

If you are unhappy with the way we process your data, please get in touch by using one of the contact methods above or visiting <https://www.durhamsu.com/about-us/complaints>. You can also make a complaint to the Information Commissioner's Office (ICO) which regulates the use of information in the UK. They can be contacted by at 0303 123 1113 or you can write to them at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

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.