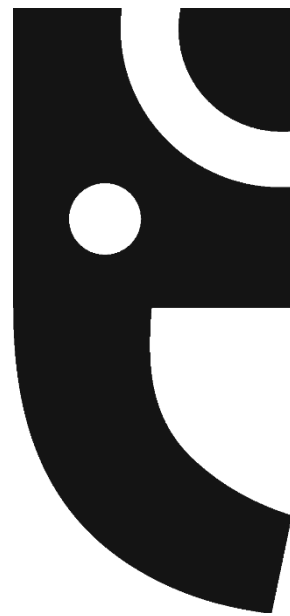




South Bank Students' Union

Privacy Notice

Last updated June 2024



Introduction

South Bank Students' Union ("SBSU", "we", "our" or "us") 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 would not 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 to reach our goal of having a positive impact with every SBSU student as defined in our Charitable Objectives.

This Privacy Policy is intended to assist you in making informed decisions when using our Sites and our Services. Please take a moment to read and understand it. Please note that it should be read in conjunction with [London South Bank University's Privacy Notice](#) statement and the London South Bank University and London South Bank University Student Union Data Sharing Agreement.

Please also note that this Privacy Notice only applies to the use of your personal information obtained by us, it does not apply to your personal information collected during your interactions with third parties, such as the University, or any other legal entity that we may link to from our Sites or Services.

We collect information in the following ways:

When you become a **MEMBER**:

Each year that you enrol on a London South Bank University course you automatically become a member of South Bank Students' Union (SBSU), unless you opt out. London South Bank University 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. We may also use it when undertaking work for SBSU that also fits within our core charitable purpose.

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 and outreach activities, purchase our products, or communicate with us. When you give us this information, we take responsibility for looking after it and we will cross reference this data against our register of members.

If you become involved in the governance of the union, by running for election or becoming a Trustee, we may ask for additional information to comply with eligibility criteria, our legal obligations for charity, company, education and immigration law.

You may also give us your information when you use our Advice Service. This data may include special categories data, and we have obligations to keep this secure. There is an additional policy available that describes the additional information you may give by consent which will be described to you when you take part in that service.

When you give it to us **INDIRECTLY**:

Your information may be shared with us by independent organisations, for SBSU 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 to gain a better understanding of our members to improve our communication methods, products and services.

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:

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, WhatsApp, or X (formally known as 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 Companies House and information that has been published in articles/newspapers.

When we collect it 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. 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.

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 PRODUCT** from us:

To place an order with us online, registration with a trusted third party is required. At the point of registration, we request certain information from you which may include your name, student number, delivery address and email address. This information is required to enable

us to process your order and notify you of its progress. Once an order has been placed, we may contact you by email to confirm your order details and again once your order has been accepted and despatched. Should we need to contact you for any reason regarding your order, we will use the email address registered to your account, or the telephone number where provided. We may also ask if you will provide us with your Student ID number, this allows us to track the products you purchase, provide better customer service standards and develop the product range we offer to students.

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

If you are one of our members, the University, in response to their obligations to you, provide us with a set of key information you provided at enrolment. 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 information provided to the Students' Union and the data sharing agreement can be accessed by emailing data-protection@lsbsu.org for further information but in summary it includes:

- Student ID
- Name
- Date of birth
- Gender
- Institution Email
- Alternative email
- Nationality
- Hall of residence
- Address (including domicile country)
- Phone number

Academic information

- Mode of Study
- School
- Course
- Start Date
- End Date
- Fee status
- Placement data

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

- Your date of birth to ensure compliance with age-related laws
- Your financial details where this is needed to facilitate payments

- Information relating to your health if you are taking part in a high-risk activity, or if this relates to a case you have asked us to support via our advice service
- Any disabilities so that we can provide assistance where needed
- Ethnicity if this is relevant for students to access specific support or services

We will mainly use your data to:

- Provide you with the services, products or information you asked for
- Fulfil our Charitable Purposes of representing students, providing welfare services for them and creating development opportunities
- Administer your membership
- 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
- Register your membership with National Governing Bodies

Building profiles of members and targeting communications

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 understand the background of the people who study at the University and helps us to deliver appropriate services and information to members who need it. For the Advice Service we may also monitor risk of withdrawal from academic services or harm.

When building a profile, we may analyse geographic, course information, 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. Your data would only ever be analysed or profiled through encrypted and protected data processes, which only ever identifies broad statistics. In doing this, we may use additional information from third party sources when it is available.

How we keep your data safe and who has access

Personal data collected and processed by us may be shared with Students' Union employees and volunteers and under strictly controlled conditions the following groups where necessary:

- Contractors
- Advisors
- Agents
- Service provider partners

When we allow access to your information, we will always have complete control of what they see, what they can 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 may 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 a suitable level of protection for the rights and freedoms of the data subjects in relation to the processing of personal data. By submitting your personal information to us you agree to this transfer, storing or processing at a location outside the EEA.

We may need to disclose your details if required to the police, regulatory bodies or legal advisors.

Lawful basis for processing your data

Data Protection Laws require that we meet certain conditions before we are allowed to use your data. This includes having a "legal basis" for processing it.

The legal bases for us to process your personal data are:

Legal Obligation: the processing is necessary to comply with the law (not including contractual obligations).

Consent: We may ask you to provide us with a personal or special category data as detailed above which we will agree only to process with your express consent.

Contract: The processing of your personal data may be necessary in relation to the contract we have entered into with you to provide the Unions services to you.

Vital Interest: It is very unlikely but, we may need to process personal data in order to protect someone's life or in an emergency situation.

Public interest: The processing of your personal data may be necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in us.

Legitimate interests: The processing of your personal data may be necessary for the purposes of the legitimate interests pursued by us or by a third party, except where such interests are overridden by your interests or by fundamental rights and freedoms which require protection of personal data. It may be within our legitimate interests to collect your personal data to enable us to manage certain operations of the Union effectively. All processing is undertaken in accordance with the requirements of data protection legislation.

A list of the data we hold, and its lawful basis is contained in Appendix A.

With regard to any special categories data the lawful basis is set out below:

- information on your health or disability when you participate in events is processed on the basis of the **legal obligation** to ensure the health and safety of members.

- The health data that you may provide to the Advice Service is provided on the basis of your **consent**
- The ethnicity data that you might provide to access specific support or services is provided on the basis of your **consent**.

Marketing & Communications Preferences

Membership Communications

As a member we believe you have a legitimate interest in hearing from us about the products and services we offer, what we're doing to represent or campaign for you and opportunities that might be of interest to you. 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 London South Bank University students. We will send marketing material to you where you have consented for us to do so. We do not sell or share personal details to third parties for the purposes of marketing.

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 comms@lsbsu.org.

Keeping your information up to date

We mostly use the record of members provided by the London South Bank University to maintain accurate data about you as described above.

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. An overview of this analysis can be requested from us by emailing data-protection@lsbsu.org.

The Students' Union operates a Data Protection Policy. 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.

Your right to know what data we hold about you, make changes or ask us to stop using your data

You have a right to ask us to stop processing your personal data, and if it's not necessary for the purpose you provided it to us for (e.g. processing your membership or registering you for an event) we will do so. Contact us on data-protection@lsbsu.org if you have any concerns.

You have a right to ask for a copy of the information we hold about you. If there are any discrepancies in the information we provide, please let us know and we will correct them.

Where we hold your data based on consent, you have a right to ask us to erase this data.

If you want to access your information, you can contact the Students' Union by emailing data-protection@lsbsu.org.

When you tell us what information you want to access, we will be required to verify your identity before we are able to disclose this, and this must be done in person.

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.

If you have any questions, comments or suggestions, please let us know by contacting data-protection@lsbsu.org.

Appendix A: Details of the data processed by SBSU

Data collected from LSBU and passed to SBSU	Lawful Basis
Advice Service: A student may agree for us to receive information about university services they have used	Consent
Elections – eligibility to vote	Legal obligation – compliance with 1994 Education Act
Members Database	Legal obligation – membership database for compliance with Companies Act
Database codes	Legal obligation – membership database for compliance with Companies Act
Data on retention and attainment for SBSU to track engagement against this.	Legitimate Interest - representing students at LSBU
Course Based Activities (CBAs): If students attend SU led CBAs and the SU are not there to track them, course leaders will send us the student numbers of those who attended.	Consent – by allowing us to have your student number you are consenting to us processing your personal data
Barcode scanning data: Sent from students attending LSBU led events	Consent – by allowing us to have your student number you are consenting to us processing your personal data

Data collected from SBSU and passed to LSBU	Lawful Basis
We may share advice case details with the university but only at the explicit consent of the student on a case-by-case basis.	Legitimate Interest - representing students at LSBU Consent – by giving us explicit consent you are consenting to us processing your personal data
Details of election candidates are sent to student records to confirm eligibility	Consent – candidates must sign to agree that they are willing to act as directors
If the SU have safeguarding concerns about a student, their personal information and the nature of the	Legitimate Interest

safeguarding risk will be shared with student services.	Special Category - Necessary for the provision of health or social care treatment
Engagement data: Student numbers of students who engage in our different activities.	Consent – by allowing us to have your student number you are consenting to us processing your personal data
Course reps and Lead Representatives - Course Rep and Lead Rep names, student numbers, course and year level for each school-to-school administrators and academic staff	Contract – Contract with individual
Incidents on trips/activities: If there is a serious injury/death on a SU-led trip or activity, we would share the personal details with the university	Legitimate Interest Special Category - Necessary for the provision of health or social care treatment
First Aid Incidents: First Aid Trained staff must use the University system to log First Aid incidents which will include personal data	Legal Obligation

Data collected from SBSU and not shared outside organisation	Lawful Basis
Advice: Personal and case details with explicit consent of the student on a case-by-case basis.	Consent
All services: Survey results on service performance and satisfaction	Consent
Directors / Trustee details: Information required to comply with Company and Charity legislation	Legal obligation
Engagement: Barcode data	Consent – by allowing us to have your student number, you are consenting to us processing your personal data
All services:	Anonymised data is not subject to GDPR

Report and Dashboards include anonymised data that may include information split into demographics to show trends of service usage or need	
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