

UoR Welcome Privacy Notice

About Us

This Privacy Notice explains the nature of the personal information that the University of Reading processes for the purposes of the provision of the UoR Welcome services.

The University of Reading (**We** or **Us**) are data controller in respect of the information that collect via this App and that We process about you. Our contact details are The University of Reading, Information Management & Policy Services, Whiteknights House, Pepper Lane, Whiteknights, Reading, RG6 6UR, UK. Tel: +44 (0) 118 987 5123.

This notice explains what personal information We collect, hold and share in support of these purposes and your rights in respect of the data We hold about you.

Your privacy is important to Us, so if there is anything in this privacy notice that is unclear or you do not understand, please contact Our Data Protection Officer at: imps@reading.ac.uk

This Privacy Notice explains how data collected, how it is used, your rights and who is responsible for your data.

Please be advised that when you create a Guidebook account, this data is also collected by Guidebook and subject to the Guidebook Privacy Policy and Terms.

Data We collect about you

To manage its operations effectively, provide services to you, and meet certain legal requirements, We need to collect, record, store, use, share, retain and destroy (this is known as 'processing') your personal data. As part of managing your relationship with Us, We will collect and process a number of different types of personal data.

We collect the below categories of personal data directly from you:

- name, course, email address & phone number (where you have provided these details to Us).

for the below purposes:

- To respond to requests for information and to answer queries from you
- To send you communications
- To keep you updated on the UoR Welcome scheme
- To keep you informed of meetings, related events and opportunities that may interest you

Our lawful basis for uses of your data

Under data protection laws We must have a legitimate and lawful basis for processing your personal data. There are several lawful grounds within data protection law that apply to the different data that We are processing, and these are explained below:

Data collected as part of managing our relationship with you, and for internal record keeping, will be necessary for the purposes of entering into, or the performance of, a contract or agreement or where it is in our legitimate interests to deliver the services of the UoR Welcome Scheme, or for

the performance of our public tasks in our delivery of teaching and learning or for research purposes.

Data retained for the purposes of monitoring the UoR Welcome scheme engagement and for statistical research and reporting purposes is processed on the basis of our legitimate interests or for the performance of a public task in the public interest.

Where We use your information to send you optional promotional materials, newsletters or event updates to a personal email address this will be where We have your consent or, where We contact you by post or phone, for the purposes of our legitimate interests.

Who We share your data with

No data is shared outside of the University of Reading. The University own the user data from the app and Guidebook does not use it or share it in any way.

Retention of your data

The data you input is retained until you delete the App.

How We protect your data

Your personal information is stored securely within the University and our staff are trained about the secure handling of personal information. We may also use third party providers to deliver our services, such as externally hosted platform, software or cloud providers. Where We do this, We have measures and terms in place with those providers to ensure that they also protect your data.

Keeping your Information up to date

The accuracy of your information is important to us. You can update your information, including your address and contact details, at any time by contacting: welcome@reading.ac.uk

Your rights

Under data protection law you have the right to:

- Withdraw your consent where that is the legal basis of our processing
- Access your personal data that We process
- Rectify inaccuracies in personal data that We hold about you
- Be erased, that is your details to be removed from systems that We use to process your personal data
- Restrict the processing in certain ways
- Obtain a copy of your data in a commonly used electronic form; and
- Object to certain processing of your personal data by us

Please see the ICO website for further information on the above rights:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

If you would like to exercise your rights, or have any concerns regarding how We have handled your personal information please contact our Data Protection Office at imps@reading.ac.uk

Some rights are dependent on the lawful basis for processing your information. If We have legitimate grounds to not carry out your wishes, these will be explained to you in response to your request.

You also have the right to complain to the Information Commissioner's Office.

Questions about this notice

If there is anything in this notice that you are unclear about, please contact our Data Protection Officer, on the contact details below, who shall be happy to answer any queries you may have concerning this privacy notice or the way in which We process your personal data.

By mail: University of Reading, Information Management & Policy Services, Whiteknights House, Pepper Lane, Whiteknights, Reading, RG6 6UR, UK

By email: imps@reading.ac.uk

By phone: 0118 378 8981

Complaints can be referred to the Information Commissioners Office, the independent body who oversee Data Protection compliance in the UK.

Changes to this notice

We keep our privacy notice under regular review to ensure best practice and compliance with the law. This privacy notice was last updated on 16/07/2021

We may change this privacy notice from time to time. If We make significant changes in the way We treat your personal information We will make this clear on our website and may seek to notify you directly.