

Privacy Policy

Here at the University of Strathclyde, we take your privacy seriously. This policy outlines how we look after your personal data when you interact with our Conferencing & Events team. It also tells you about your rights under data protection legislation.

The Policy isn't too long, but it is important. So please make yourself comfortable and take a little bit of time to read it through before you provide us with your information.

The Policy is subject to change, and since any changes will be highlighted on this page, we recommend that you check the Privacy Policy each time you visit this site. Where an update will materially change the way in which we collect or use your personal data, we will send a notice of the changes to all of our clients.

The Policy was last updated on 14 May 2018.

Who we are

Conferencing & Events sits within the Directorate of Marketing & Communications at the University of Strathclyde. The University is the Data Controller under data protection legislation.

You can email any questions to the University's Data Protection Officer at dataprotection@strath.ac.uk.

You can also make a complaint to the [Information Commissioner's Office \(ICO\)](#), but we would be grateful for the opportunity to address any concerns you might have in the first instance.

The Conferencing & Events webpages include some links to third-party websites. Since we do not control those sites, the University cannot be responsible for their privacy policies.

The data we collect

Your personal data is anything which can identify you as a person, not data which has been anonymised.

We may process (i.e. collect, store or use) data about you, such as:

- **Your identity:** your name, gender and job title;
- **Your contact details:** your organisation, postal address, email address and telephone numbers;
- **Other personal information:** which helps to ensure your experience when you attend an event at Strathclyde is comfortable and enjoyable (i.e. access or dietary requirements);
- **Marketing and communications:** preferences for subscribing to our e-newsletters;
- **Product and service data:** information on products and services you have used or shown an interest in.

The place of useful learning

The University of Strathclyde is a charitable body, registered in Scotland, number SC015263



GOLD AWARD WINNER

How we collect data

We mostly collect personal data when you ask us to provide you with a product or service, i.e. when you:

- **enquire** about our venues or services;
- **register** to attend an event hosted at Strathclyde, usually by email, online or over the phone;
- **subscribe** to our newsletter or social media feeds;
- **request** marketing or other communications from us;
- **provide** us with feedback on our venues or services;
- **send** us an enquiry via our webpages or social media accounts.

We may also process your data on our website by collecting technical data using cookies or similar technologies. Further details are available in the University's [website privacy policy](#).

How we use your personal data

In general, we use your personal data:

- to perform the **contract** you are entering into with us;
- where it is necessary for our **legitimate interests**;
- to comply with **legal or regulatory requirements**.

The **activities** which will require us to process your data include:

- registering you as an enquirer, a client or a delegate;
- providing you with services as the organiser of an event hosted in one of our venues;
- providing you with services as a delegate attending an event hosted by the University;
- providing you with information about our venues and other services that you have enquired about;
- managing and collecting payments;
- notifying you of changes to our services, terms and conditions or policies;
- asking you for feedback;
- administering our website.

Where you have provided your **consent** to receive marketing information, we may contact you from time to time about promotions, events, products or services provided by the University which we think may be of interest.

We won't bombard you, and you can unsubscribe at any time by using the 'unsubscribe' option in any marketing communications we send you.

Data security and retention

We have put in place physical and electronic security measures to prevent the accidental loss, destruction or unauthorised use of your personal data.

We do not retain your personal information in an identifiable format for longer than is necessary.

If we have **established a relationship** with you (e.g. you have contracted to host an event in one of our venues, or to use other services we provide), we hold your personal information for **6 years** from the date that your event took place, or that you used our services. We hold your personal information for this period to establish, bring or defend legal claims.

Where we have obtained your personal information following an **enquiry** about our venues or other services; or where you have **registered to attend an event** hosted by the University, we hold your personal information for **2 years** from the date we collect that information or the event takes place, unless during that period we form a relationship with you e.g. you contract to host an event in one of our venues, or to use one of our other services. We hold your personal information for this period to give us an opportunity to form a relationship with you.

The only exception to the retention periods mentioned above are where we are **legally required** to hold your personal information for a longer period, or delete it sooner.

We may disclose your personal information to **third parties**, including:

- to our suppliers and subcontractors for the performance of any contract we enter into with you;
- where we outsource any of our business functions under which we collect or store your data, in which case we will ensure that any such service provider adheres to at least the same obligations of security with regard to your data as undertaken by us;
- if we are 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 our Website Terms & Conditions and other agreements; or to protect our rights, property, or safety of our employees, our customers, or others.

We will never share your data with third parties for the purposes of marketing.

Where we store your data

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area (EEA). It may also be processed by staff operating outside the EEA who work for one of our suppliers. By submitting your personal data to us, you agree to this transfer, storing or processing.

We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Any payment transactions will be encrypted using SSL technology.

Your legal rights

You have the right to:

- **Request access** to your personal data. This enables you to receive a copy of the personal data we hold about you and to check that we are processing it lawfully;
- **Request correction** of the personal data that we hold about you;
- **Request erasure** of your personal data, if you consider that there is no lawful reason for us to continue processing that information;
- **Object to processing** if you feel that your legitimate interests outweigh those of the University;
- **Request restriction of processing** - you may ask us to suspend processing your personal data to establish its accuracy, to defend a legal claim, where we need to verify our legitimate interests or you require the data but we would otherwise delete it;
- **Request transfer** of your personal data that is stored in a structured data file (in a commonly used and machine-readable format);

You can exercise the above rights and/or manage your information by contacting us:

Conferencing & Events
University of Strathclyde
Technology and Innovation Centre
99 George Street
Glasgow
G1 1RD

conferenceglasgow@strath.ac.uk

0141 553 4148

If you have any specific data protection concerns or a complaint, you can address it to the University's Data Protection Officer at dataprotection@strath.ac.uk.

If you are unhappy, you have the right to lodge a complaint with the [Information Commissioner's Office](#) – call 0303 123 1115 or email Scotland@ico.org.uk