

Worcester Students' Union (WSU) Consumer Data Privacy Statement

Introduction

Worcester Students' Union ('we', 'our', 'us' or 'WSU') will respect and keep safe any personal data that you share with us or that we receive from other organisations. We will make it clear when we are collecting your data and will not use that data for anything other than the purposes outlined below.

Where we collect information

Registration is required to place an online order via worcsu.com. Certain information is requested at the point of registration so that we can process any order and ensure you as consumers are notified of its progress. Students may also be asked to provide us with their Student ID number when making an online purchase.

What data we collect and how it is used

The nature and quantity collected depends on why it is being provided. Consumers may be asked for any of the following personal information:

- Student ID
- Name
- Address
- Email
- Telephone number

Your data will be used to administer our contracted duties with students as consumers, and to send consumers carefully selected information about our products and services.

In the event we need to contact consumers regarding an order, we will use the email address or telephone number registered to that consumer's account.

Provision of your student ID helps us to keep track of individual products and orders, allowing for better customer service standards.

Keeping your data safe

We regularly review who has access to the information that we possess in order to ensure this information is only accessible to appropriately trained members of staff.

There may be occasions where, if required, we may need to disclose consumer details to the police, regulatory bodies, or legal advisors.

In all other circumstances, we will only share consumer data if we have been given explicit and informed consent.

Keeping information up to date

We request that all suppliers, contractors, clients, and consumers attempt to ensure all data held by us is up to date and accurate. In the event that your data changes or is discovered to be inaccurate, please contact SUdataprotection@worc.ac.uk

Our data security measures

When processing consumer data, we will have already assessed the lawful justification for doing so, the parameters in which the data is processed, the length of time data is held for, and storage of data. We have also undertaken various assessments to ensure that all consumer rights have been met.

Worcester Students' Union has a [Data Protection and Information Security Policy](#) which is adhered to by all full-time staff, elected officers, student staff, and volunteers. Anyone employed by Worcester Students' Union in any capacity, who at any point will be handling data, will have undertaken data protection training.

Consumer rights to know what data we hold

Consumers have the right to request us to stop using their personal data. If this data is not necessary for the purpose it has been provided to us for, we will no longer use it. If a consumer has any concerns over our use of data, they should contact us on SUdataprotection@worc.ac.uk or 01905 54 3210.

Consumers have the right to ask for a copy of the data we hold about them. If there are inaccuracies in this data, the consumer should contact us via SUdataprotection@worc.ac.uk and we will make the appropriate changes.

Requests for access to information should be done using the WSU Subject Access Request form, which can be found on our website at www.worcsu.com/faqs/data_protection. You will need to post this form to us, with a form of identity. **Please note that email requests are not allowed.**

Changes to this statement

Changes to the WSU Consumer Data Privacy Statement may at times be needed. If any significant changes are made to the way we handle personal data, this will be made clear via our website or by contacting consumers directly.

If you have any questions, comments, suggestions, please let us know by contacting SUdataprotection@worc.ac.uk.