

Teesside University Privacy Notice for Users of the Website

1. Purpose of this Notice

This Privacy Notice tells you how Teesside University collects, holds, processes and in some cases transfers your Personal Data. Under the GDPR (General Data Protection Regulations) we are required to provide you with certain information about how and why we do this. Where you have a choice to determine how your Personal Data will be used, we will ask you for consent. Whenever you give your consent for the processing of your Personal Data, you also have the right to withdraw that consent at any time.

We may amend this notice to reflect changes to our website, business, data protection law or other legislation. For this reason, we ask that you revisit this notice on a regular basis.

2. Why your Personal Data is Collected

You do not have to give us any Personal Data in order to use most of this website. However, if you wish to take advantage of some of the more special, personalised services that we make available, or apply for a job through the website you may be requested to provide certain Personal Data.

3. How Personal Data is Collected

If you are visiting our website your Personal Data may be collected as follows:

- **Automatic collection when you visit this website:** as with most websites when you access these web pages certain information will be recorded by the University, such as your IP address, browser type and information about web pages you have visited (see Cookies in section 4 below for further information). This information is processed to work out how much use of the website is made by different users;and
- **When you are requested to provide information on this website** such as when requesting a brochure, registering for an event, purchasing something from our online shop, applying for a job, adding something to facebook, commenting on You Tube, FLKR and Twitter.

4. What Personal Data Is Collected

Through this website: you do not have to provide any Personal Data when you visit the Teesside University website if you are just reading and downloading information. We will only collect Personal Data where you knowingly supply the information through using online forms or by sending us an email. However, as is the case with most web servers, our server will automatically collect the following information:

- *Search engine*- our search engine is powered by System Associates. Search queries and results are logged anonymously to assist us to improve our website and search capability. No user specific data is collected by us or any third party;
- *Requested URL* (Uniform Resource Locator)- which identifies the web address;
- *IP (Internet Protocol)* - your IP address;

- *Referring URL* - when you click on a link in a web page your browser moves to a specified link. When the browser requests the new page it sends along the URL of the previous page. The sent along URL is called a referring URL;
- *Domain name* - from which you access your internet;
- *Software (browser/operating system)* - used to access the page;
- *Cookies* - you can read more about how we use cookies by accessing our Cookies Policy on the University website;
- *Google analytics* - we use a third party service, Google Analytics, to collect standard log information and details of visitor behaviour patterns. This tells us the number of visitors to the site. This information is processed in a way which does not identify anyone;
- *E Newsletters*– we use a CRM system (Microsoft Dynamics) with an email add-on provided by Click Dimension, which allows us to check how many emails have been read and whether any attachments or links have been accessed;
- *Online reporting tool* - we use some software called Inspectlet (<https://inspectlet.com/>) which provides anonymous eye-tracking heatmaps, tracking mouse movements, scrolls and clicks on our webpages. This allows us to understand our user behaviour in further detail;
- *Social Media* – we use a third party to help monitor our name/brand across social media channels. They also help us to collate performance reports and schedule our content for publishing; and
- *Security and performance* - we use software to test security and performance none of which collects or processes Personal Data.

5. Email

We monitor emails sent to us, including file attachments for viruses and malicious software. You have a responsibility to ensure that any email you send is within the law. We may also monitor email to ensure that they are used in accordance with the University's Policy and to prevent and detect crime.

6. Applying for a job

If you are applying for a job with us we will need to ask you for certain Personal Data and use it to assess your suitability for employment. You do not have to provide what we ask for but it might affect your application if you do not. The Personal Data you provide us with will only be used for the purpose of progressing your application, or to fulfil legal or regulatory requirements. We will not share any of the information you provide during the recruitment process with any third party for marketing purposes. The information you provide will be held securely by us whether in electronic or physical format. See Job Applicants, section 10.

7. How Your Personal Data is shared with 3rd parties

The University will only share your Personal Data with external third parties where:

- we have your consent, or
- we are required to do so under a statutory or legal obligation, or
- we are permitted to do so in accordance with the Data Protection legislation.

We may pass Personal Data to third parties in the following circumstances:

- to suppliers (such as IT service providers) who process information on our behalf;
- to independent suppliers who are under a contractual obligation to assist us with our business operations;
- to law enforcement or regulatory or professional bodies if required to do so by them;
- if required by our internal auditors.

- **Online shop:** We use a 3rd party to operate our online shop called WPM Education. Some of the Personal Data which you provide us with when using the online shop (to place an order) will be securely passed to WPM who act on the University's behalf to provide the online shop services, including payment services. The Personal Data you have provided us with will be added to our secure CRM database. Our CRM database will help us build a profile of what you are interested in. The CRM system will then auto generate what information we send to you (in the future) based on the information you have provided us with. If you are an international student we may transfer your Personal Data to one of our overseas offices (with a view to them contacting you). If we do we will ensure they are aware of their obligations to process your Personal Data securely.

8. Marketing

We like to keep you up to date with our news and activities. We may do this by sending you information by email, social media, post, telephone call or text message. In order to do this we operate a database that contains your Personal Data.

Our marketing team are passed Personal Data we obtain from:

- a request we may receive to order a prospectus;
- on campus registration;
- online registration to attend a course;
- *Internal Events*: forms you may complete at one of our events, such as talks you may attend with one of our feeder institutions, on campus events, open days, discovery days, taster sessions etc
- *External Events* such as:
 - *UCAS events* where UCAS provide an app that we use for scanning barcodes on students name badges at the exhibitions. The app is housed on our department ipads. Personal Data is automatically uploaded to our secure UCAS area. We then download this data as an excel file and import it into our secure marketing database.
 - *UK University Search events* UK University search provide us with a sheet at each event of attendees which we add to our secure marketing database.

If you register your interest with us direct or through a 3rd party working on our behalf, you will be given the opportunity to opt in to receive future marketing communications. This will be done at the point where your Personal Data is first collected.

If you register to attend one of our events, apply for a prospectus, or apply to us to undertake a course, your Personal Data may be passed to us by a 3rd party to fulfil your request. As part of this process you can opt-in to receive marketing communications.

We may use software to assess if you open emails we send you and whether you access links or documents we send.

Any marketing communications which you receive will provide you with a simple and transparent way to unsubscribe. Any requests to unsubscribe will be acted upon promptly. In the unlikely event you have any problems with unsubscribing, please contact our Data Protection Officer at dpo@tees.ac.uk

We do use a company called Uniquet and they assist us with our marketing communications. It may be necessary for us to transfer your Personal Data to them so that they can assist us with sending out emails, text messages and letters to you. We ensure they are aware of their legal obligations in relation to holding your personal data and they have contractually agreed to this.

Any information you provide us with will be added to our secure CRM database, and may be shared with your current school and/or college for reporting purposes, including attendance at University activities/events. Our CRM database will help us build up a profile of what you are interested in. The CRM system will then auto generate what information we send you (in the future) based on the information you have provided us with.

We do not sell your Personal Data to 3rd parties.

9. Clinics

The University runs a number of clinics which are serviced by students wishing to gain experience in relation to the particular field in which the clinic operates. Members of the public are able to access these clinics and in order to take advantage of the services offered may need to provide some Personal Data. Each department will provide information as to how your Personal Data will be held, processed and in some cases transferred, at the time they collect the Personal Data from you. Some of the clinics offered are Teesside Sports Injury Centre, the Law Clinic and the Psychotherapies Clinic.

10. Job Applicants

If you are applying for a job with us we will need to ask you for certain Personal Data and use it to assess your suitability for employment. You do not have to provide what we ask for but it might affect your application if you do not. The Personal Data you provide us with will only be used for the purpose of progressing your application, or to fulfil legal or regulatory requirements. We will not share any of the information you provide during the recruitment process with any third party for marketing purposes. The information you provide will be held securely by us whether in electronic or physical format. The following demonstrates how we go about processing your application:

- **Online applications through this website** within the online application you will be asked to include your name, Date of Birth, National Insurance number, DFES number (if applicable), address, telephone number, email, employment details, education, and qualifications, training and staff development, professional memberships, referees, DBS information (if relevant), eligibility to work in the UK and any relationships with the University, sexual orientation, national insurance number, any criminal convictions, and a health questionnaire. Details will be kept for a period of 6 months.

You will also be asked as part of your application to complete an equal opportunities questionnaire. This is not mandatory information and if you choose not to provide it, this will not affect your application. Any information you provide will be used only to produce and monitor equal opportunities statistics and will not personally identify you (except where it is required to make reasonable adjustments as part of the interview process or employment).

- **Shortlist of applicants** - in order to determine who we wish to interview your application will be passed to the relevant hiring manager and interview panel members and together with the HR team they will draw up a shortlist of candidates to interview.
- **Assessment day** - if you have been shortlisted for a job we may invite you to an assessment day. As part of this day you will be required to provide proof of your identity. During this you may be asked further questions and we may take notes whilst you are doing a presentation or being interviewed. If we don't take your application further, we may give you the option to have your details kept on file for the next suitable opportunity. If you agree, we may use your Personal Data to contact you again in the future should another suitable vacancy arise.
- **Conditional Offer** - if this is made this will be dependent on pre-employment checks being carried out. As part of this you may be required to provide proof of your identity, proof of eligibility to work in the UK, proof of qualifications, evidence of current/most recent salary, confirmation of membership with professional bodies (if relevant), agree to us contacting your referees, driving licence details (if relevant) complete a health questionnaire which may be passed to our internal occupational health service practitioner.
- **Final offer** - if the pre-employment checks are acceptable you will be made a final offer. During this stage we will require you to provide your bank details, and emergency contact details. You may also be required to complete an HMRC starter checklist.
- **Third Parties** - we may need to use the services of a recruitment agency from time to time, in particular, for temporary staff and senior staff. In this instance the recruitment agency will transfer personal details to us.
- **Retention:** if you are unsuccessful, the information you have provided us with will be held for 6 months. If you are successful the Privacy Notice for Staff available on the University website will detail how we deal with your Personal Data.

11. Transfers of Personal Data outside of the EEA

We may pass Personal Data to other organisations within or outside the EEA who are contracted to provide services to us where the transfer is necessary for the provision of those services. We may also transfer your Personal Details to one of our overseas office to progress your application or to contact you to see if you still wish to join the University. Some of these countries may not have the same level of data protection as the UK. If we make such a transfer we will put a contract in place to ensure the 3rd party is aware of its responsibilities under the General Data Protection Regulations.

12. Security of Personal Data

We take technical and administrative steps to protect all of the Personal Data we hold. Only authorised employees and contractors have access to your Personal Data. Despite this no system on the internet is 100% safe. Although we do our best to protect your Personal Data,

we cannot guarantee the security of your data transmitted over the internet; any transmission is at your own risk. Once we have received your Personal Data we will use strict procedures and security features to try to prevent unauthorised access.

13. Personal Data Retention Periods

We will retain your Personal Information for the period outlined at the time the data is collected and only retain the Personal Data we hold about you as long as necessary and in accordance with the University's Retention Policy.

14. Your Responsibilities

Updating your details: GDPR requires that Personal Data is accurate. It is essential that you let the University know if your contact details change. If the University does not have the correct contact details, we cannot take responsibility if any information you require is sent to the wrong address.

15. Your Rights

As a data subject you have certain rights:

- **Data Protection Regulations** you have the right to lodge a complaint with a supervisory authority, of the country in which you are resident, studying or working. The details of the Lead Supervisory Authority is detailed below;
- **Right to Erasure (Right to be Forgotten)** - You have the right to have the Personal Data we hold about you erased without undue delay;
- **Right to object** - You have the right to object at any time to the processing of your Personal Data. To object to or opt out of any data processing or data sharing by the University please e-mail the Data Protection Officer at dpo@tees.ac.uk. The University will consider your request however, it may not always be possible to facilitate such a request. The University is required by law to collect and process some Personal Data and it may not be possible for you to continue as a student of the University, if the University ceased processing certain data, as we would not be able to carry out our educational purpose.
- **Right to withdraw Consent** - Where consent forms are the basis for processing, you have the right to withdraw your consent to the processing at any time.
- **Right to Data Portability** - If you request us to we will transmit your Personal Data directly to another organisation.
- **Right to Rectification** - you have the right to ask us to rectify inaccurate information held about you without undue delay.

16. Access to Personal Data

You can find out what information we hold about you by making a subject access request. If we do hold information about you we will give you a description of it, tell you why we are holding it, tell you who it could be disclosed to and let you have a copy of the information in intelligible form. The request can be made free of charge, by writing to the Data Protection Officer, details of which are below.

17. Contact Details of the Data Protection Officer

The Data Protection Officer is contactable at Teesside University, Middlesbrough, Tees Valley, TS13BX, UK, telephone number +44 (0)1642218121, email: dpo@tees.ac.uk

You may contact our Data Protection Officer directly with any queries relating to Data Protection.

18. Name and address of the Controller

The Controller is an organisation which determines the means and purpose of processing your Personal Data.

The Controller is Teesside University Middlesbrough, Tees Valley, TS13BX, UK, telephone number +44 (0)1642218121, dpo@tees.ac.uk

19. Name and Address of the Lead Supervisory Authority

The Lead Supervisory Authority overseeing the Controller is The Information Commissioner's Office (the 'ICO'), Wycliffe House, Water Lane, Wilmslow, Cheshire, SK95AF, United Kingdom, phone +44 (0)3031231113, Email: casework@ico.org.uk. Website: <https://ico.org.uk>.

A comprehensive list of the purposes for which the University processes Personal Data are notified to the Information Commissioner's Office (ICO) and can be viewed on the office of the information Commissioner's Register. To view the University's registration you can use the search form for the Register and enter the University's registration number Z5567143.

Version control table

Version No	Nature of change	Author	Date made	Date DOC accepted
1	New Version to comply with GDPR	CJ	May 2018	May 2018