
Commercial and Conference Privacy Notice

The Royal Agricultural University (RAU) is a data controller and is committed to protecting your personal data and working in accordance with all relevant data protection legislation. This privacy notice explains how the University processes and uses the personal data we collect about applicants to and attendees of RAU events, conferences and functions. The University needs to process your personal data to enable it to function properly as a provider of commercial and conference facilities.

The University will process your data in compliance with the General Data Protection Regulation (GDPR) which came into effect on 25 May 2018.

What data do we hold?

The University may hold data relating to you from a number of sources you provide whilst attending an event, conference, function or making a booking, or entering into a commercial agreement with the Royal Agricultural University.

Our records may include:

- Your contact details, for example, your address and telephone number (these are updated whenever you notify us if they have change).
- Your email address, for example, if we need to contact you to provide or obtain more information regarding a booking or enquiry. If you consent, it will also be added to our mailing list for marketing purposes to advise you of events, conferences, seminars, or other workshops and conferences which may be of interest to you. We don't rent or trade email lists with other organisations and businesses.
- Special requirements, for example, if you have any particular needs for accessibility. Dietary requirements and medical requirements that you choose to disclose to us.
- Booking details, for example, why you are here, your accommodation requirements, how long you are staying, when you will arrive and which conference or function you are associated with.
- Conference and event details, for example, how many people are attending and any special requirements. Catering requirements. If you require accommodation and how many rooms will be needed. Where, when and for how long is your conference or event.
- Details of your company structure or other commercial information if provided by you, for example, name of key contacts for completion of contracts. Office addresses. Key business and trading information.
- Your general preferences to help us engage with you in the ways most relevant to you and to ensure you enjoy your stay with us. Any other personal data required to carry out the legitimate business of the University.

CCTV

For our use of CCTV on campus, please see the CCTV policy.

Wi-Fi

We offer all of our onsite customers and guests Wi-Fi. When you use our Wi-Fi, we may collect data about your device, the volume of data which you use, the websites and applications which you access and, your usage by access time, frequency and location. This is monitored by our IT department using the latest security software and thorough firewalls.

Acceptable use policy

Before using Wi-Fi, users must be authorised by completing the registration process, this is to ensure that you comply with the university's fair use policy, more information can be found at.....

Network use and cookies

The Royal Agricultural University does not use cookies to collect personally identifiable information about you. However, if you wish to restrict or block the cookies which are set by the Royal Agricultural University website, or indeed any other website, you can configure your browser to do so. The 'Help' function within your browser should tell you how to achieve this.

There are two main kinds of cookies: session cookies and persistent cookies. Session cookies should be deleted from your computer when you close your browser, whereas persistent cookies remain stored on your computer until deleted, or until they reach their expiry date.

Alternatively, you may wish to visit www.aboutcookies.org which contains comprehensive information on how to restrict or block cookies in a wide variety of browsers. You will also find details on how to delete cookies from your computer, as well as more general information about cookies. If you would like to configure the cookie settings on your smartphone, please refer to the handset's manual.

Please be aware that restricting cookies may impact on the functionality of the Royal Agricultural University website.

How we protect your data

All information you provide to us is stored securely on our database, KX, in secure folders and locked filing cabinets. Any payment transactions will be taken at time of booking and we do not store your payment details for future transactions. We have internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties.

How long do we keep your data?

We do not keep personal data for any longer than is required by any of our regulators or other authorities. We have an obligation to retain data necessary for the completion of annual financial statements for six years plus the current year.

Legal basis for processing

The legal basis for processing your personal data, for the purposes as described above is that it is necessary based on **contract** for delivery of services and/or in the **legitimate interest** of the RAU as a business providing commercial and conference services.

Where we contact you by email, SMS or phone, we will be processing this information on the basis of **consent**.

How do we use your data?

The information we collect from you will be used to process any booking, enquiry or request. Where you have given your consent, your information may also be used by the university to advise you of further events and conferences which may be of interest to you.

Disclosure of your information

Unless otherwise stated on the relevant form collecting your data, the University will not disclose your personal information to third parties. Your information may be disclosed to third parties where the University is 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 the University Network Terms and/or any other agreements entered into between us; or to protect the rights, property, or safety of the University, its staff, students, other Users of the University Network or any other person (including but not limited to third parties who claim that you have infringed their intellectual property rights and/or privacy rights). This data sharing includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Your rights and preferences

Under the General Data Protection Regulations, you have the right to access any of your personal data held by the university, amend your details and request that we delete the information that we hold.

The University's nominated Data Protection Officer is responsible for monitoring compliance with relevant legislation in relation to personal data. You can email your request, query or concerns to our data protection officer at dataprotection@rau.ac.uk

You also have the right to lodge a complaint with the Information Commissioner's Office at www.ico.org.uk/concerns

Other information

This privacy notice will be kept under review. Any changes will be updated on our website and communicated to you as appropriate. This privacy notice was last updated in January 2024.

The University's Data Protection Officer is responsible for monitoring compliance with relevant legislation in relation to personal data and can be contacted at dataprotection@rau.ac.uk

You can also contact the DPO if you have any queries or concerns about the University's processing of your personal data. You have the right to lodge a complaint with the Information Commissioner's Officer at www.ico.org.uk/concerns

Further information

If you have any questions regarding this privacy notice please do not hesitate to contact us at dataprotection@rau.ac.uk