

Website User 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, registered and former students.

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?

As a user of our website you will always have control of the data we collect about you. However, there will be areas that will require you to provide certain information before you are able to use or access them.

Our records may include

Any information you enter on our website or give us in any other way. You provide most such information when you search, pay, participate in a questionnaire, or communicate with us. For example; you provide information when you: make a payment; communicate with us by phone, email, or otherwise; complete a questionnaire. As a result of those actions, you might supply us with emails and information such as student details and your relationship to the student or individual on whose behalf you are carrying out a transaction or paying. You can choose not to provide information, although it may be needed to complete a booking or make a payment.

Automatic Information and cookies

We receive and save certain types of information whenever you interact with us. For example, like many web sites, we use "cookies". A cookie is a piece of information sent via your Internet browser and saved on your local hard drive. Cookies allow us to obtain certain types of information when your web browser accesses our online payment pages. We collect: the IP address used to connect your computer to the Internet; computer and connection information such as browser name, type, version and platform, date and time of your visit; page viewed.

Currently all our cookies are session cookies and are deleted when the browser window is closed. Cookies do no harm in themselves. The 'Help' portion of the toolbar on most browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie, or how to disable cookies altogether. However, the online payment service and the Online Store will not function properly without accepting any cookies.

We have described the main cookies we use and what we use these for below:

Cookie Name	Purpose
Site_Val	Used to track the user's language e.g. Welsh
ASPSESSIONID	Used to track the user's session on WPM
WPM_Store	Used to track the store user's session
CompanyID	Used to track the store user's session
OPENCAMPUS_SESSION_ID	Used to track the user's session on Quercus (our student management information system)

Email communications

To help us make emails more useful and interesting, we often receive a confirmation when you open email from the online payment service, and certain emails from our marketing and alumni departments, if your computer supports such capabilities.

Analysis

Using the logging data, we analyse demographic and other statistical information about user behaviour in order to investigate the popularity and effectiveness of our site. In performing such analysis and in the course of our business we will only ever disclose information in an aggregated form that is not capable of identifying an individual user.

Storing your personal data?

All information you provide to us is stored securely on our shared drive, or on our CRM database, and locked filing cabinets. Any payment transactions will be taken at the time of booking and we do not store your payment details for future transactions.

Sharing your personal data

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.

This website may contain links to other websites that are outside of our control and are not covered by this privacy notice. This privacy notices of these other sites may differ from this one.

Legal Basis for processing

The legal basis for processing your personal data, for the purposes as described above is that you have given **consent** for the processing of your data.

Access to your personal information

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.

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 where applicable.

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 Office 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