



## Privacy statement

The information that you provide will be held in accordance with the Data Protection Act 1998, and from 25 May 2018, the General Data Protection Regulation. Your personal data may be collected and processed for the purpose of monitoring Web Chat responses in order to evaluate the standard of enquiry responses made by University agents and to enable us to refer back to chats where you require further information from us. This is designed to provide the best possible customer service for all enquirers.

The University of Nottingham is registered as a data controller with the Information Commissioner's Office (registration number Z5654762).

### **How information about you may be used:**

Your personal data will be processed by a third party processor, Unexus, on behalf of the University of Nottingham.

The University of Nottingham will use your enquiry responses and any personal data (such as your name or email address) to monitor the responses of University agents responding to Web Chats. Where a Web Chat has not been resolved instantly, there may be the requirement for the University to take your contact details in order to get back to you with further information. In this instance, you will have the option to provide an email address and/or telephone number to allow a University of Nottingham member of staff to contact you at a later date with more information.

We may share your personal data with other internal departments, including with relevant academic schools, student services or colleagues in External Relations, if this is necessary to gather the information that you require. Where your personal data is shared internally, this will be for the purpose of either improving Web Chat responses or obtaining more complex information from another department. Your personal data will not be shared with our marketing team and we will not contact you back with other marketing communications on the basis of the information that you provide to us.

### **When will we share your data with third parties?**

The University will not disclose your personal data to any external third party, other than as set out above and/or where you have given us permission to do so, unless we are required to do so by law.

### **How long do we keep your data for?**

The University of Nottingham will store your personal data in accordance with its Records Retention Schedule. The personal data that you provide for the purposes of your Web Chat with a University of Nottingham agent will be held for a period of up to 12 months and then deleted from our systems.

### **Your right of access to your personal data**

You have a right to request a copy of the information that we hold about you. If you would like to request a copy of some or all of your personal data, please contact the University's Governance and Information Compliance team at [data-protection@nottingham.ac.uk](mailto:data-protection@nottingham.ac.uk).

We want to make sure that your personal data is accurate and up to date. You may ask us to correct or remove information that you think is inaccurate.



## Legal basis for processing your personal data under the GDPR

Under the General Data Protection Regulation, the University must establish a legal basis for processing your personal data and communicate this to you. The legal basis for processing your personal data on this occasion is:

6(1)(f)	<i>Necessary for the purposes of legitimate interests pursued by the controller or a third party, except where such interests are overridden by the interests, rights or freedoms of the data subject.</i>
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## Your rights as a data subject

The GDPR provides you, as a data subject, with a number of rights in relation to your personal data. You have the right to:

- withdraw your consent where that is the legal basis of our processing
- access your personal data that we are processing
- have inaccuracies in the personal data that we hold about you rectified
- be forgotten
- request that the processing of your personal data be restricted
- obtain a copy of your personal data in a commonly used electronic form portability...
- object to certain processing activities
- complain to the Information Commissioner's Office about the way we process your personal data

If you require advice on exercising any of the above rights, please contact the University's data protection team on [data-protection@nottingham.ac.uk](mailto:data-protection@nottingham.ac.uk)

## Changes to our privacy notice

We will keep our privacy notice under regular review and we will place any updates on this web page. This privacy notice was last updated on 12 January 2018.

## Who do I contact if I wish to know more?

If you would like to commence a Web Chat with the University of Nottingham, please visit the following webpage: <http://www.nottingham.ac.uk/studywithus/enquiry.aspx>

For further information about your right to access information we hold about you, or to make a complaint about the way in which we are handling your personal information please visit our [Governance and Information Compliance](#) pages or contact the Governance and Information Compliance Team at: [data-protection@nottingham.ac.uk](mailto:data-protection@nottingham.ac.uk).

If you are not satisfied with our response or wish to raise a complaint with our supervisory body, you may complain to the Information Commissioner's Office (<https://ico.org.uk/global/contact-us/>).