

## **The Strategic and Philanthropic Relations Office Privacy Notice**

### **The aim of this Privacy Notice**

The Strategic and Philanthropic Relations Office are committed to protecting your privacy, keeping your data safe and not doing anything with your personal data that you wouldn't reasonably expect. This privacy notice describes how we collect, store, manage and protect your data and personal information.

The full University of Suffolk Data Protection and Privacy Policies are available here, this notice supplements these policies.

If you require any further details please contact [giving@uos.ac.uk](mailto:giving@uos.ac.uk) or call 01473 338737.

### **Who We Are and What We Do**

The Strategic and Philanthropic Relations Office supports the University through establishing and growing relationships with stakeholders, developing and growing the alumni association, and raising philanthropic funds to enhance opportunities for our students, staff and local communities. The office reports directly to the Vice-Chancellor.

In order to do this, the office uses databases that contain personal data collected by the University during the course of our relationship with students, alumni, donors, supporters and stakeholders.

The vast majority of the information we hold is obtained directly from individuals, for example through initial donations, agreement to become an honorary graduate, student records, registrations at events, direct engagement with a member of University staff or other department.

Following graduation ceremonies information about our most recent graduates is transferred from the student section of our student record system into the alumni section. It is this database that we maintain for future engagement and contact.

We always aim and actively look to keep our records accurate and up to date. We will contact individuals directly and at regular intervals to ask them to review and update their details as appropriate. We may conduct research using publicly available information to update our records.

We value our relationships, we listen to feedback and will only make contact in the most relevant and appropriate ways. Individuals can always opt out of contact and any requests to do so will be processed professionally and efficiently, and within 28 days of receipt.

### **Our responsibilities and legal basis for processing your data**

As part of our work we process and store personal information relating to students, staff, alumni, current and potential supporters and friends of the University and we therefore adhere to all relevant data protection regulation. We take our responsibilities seriously and ensure all personal information we obtain is held, used, transferred and processed in accordance with the law.

The Strategic and Philanthropic Relations Office process information and data outlined in this privacy notice in pursuit of our legitimate interests in:

- Communicating with alumni, Honorary Graduates and Fellows, stakeholders and current and potential supporters; providing and promoting benefits and services to these interested parties.
- Furthering the work of the Foundation Board and the charitable mission of the University of Suffolk.
- Helping the University to achieve its strategic objectives and operating principles.

We are likely to pursue these legitimate interests by contacting you by email, post or social media. We may also contact you by telephone.

Information about how you can manage the ways that we contact you, including how to opt out, is outlined below.

Whilst the University relies on legitimate interest as the legal basis for processing your data, it recognises that it is not the only lawful ground for processing data. As such, where appropriate the University will sometimes process your data on an alternative legal basis – for example, because you have given us consent to do so.

### **The data we hold**

The Strategic and Philanthropic Relations Office maintain a record of all former students of the University and, therefore, we hold a record of the degree you are awarded in perpetuity. Graduation information is published each year in graduation books and is therefore considered to be in the public domain. If we become aware that your name has changed we will update our records to reflect this, keeping a record of your previous name to ensure you can be identified.

The personal data we store and process, the majority of which is given to us by our alumni and supporters but some of which we may obtain from other sources, may include:

- Name, title, gender and date of birth
- Contact details including postal address, email address, phone number
- Information about your time at the University and other academic institutions
- Your occupation and professional activities
- Records of donations and Gift Aid status, where applicable (as required by HMRC)
- Records of communications sent to you or received from you
- Volunteering by you on behalf of the University
- Information on your engagement in University meetings, events, groups or networks

The University does not store any credit/debit card details and is fully PCI-DSS compliant. Bank details used for processing Direct Debits are stored by a trusted third-party, under the Direct Debit Guarantee scheme.

### **How we use your data**

Unless you have requested otherwise, your data will be used and processed for a full range of communications, this is likely to include:

- Sending University publications and updates
- Notification of and invitation to events
- Fundraising communication
- Promotion of discounts and services for alumni

The University may use third-party partners to support the activities described above. If you interact with the University through a third party (for example, supporting the University via BT MyDonate or Alumni Union) then we may obtain information about you from that third party. The receipt of data in this manner is subject to the third party's own privacy policy. A list of parties with whom we partner in this way is available on request. Data obtained in this way is treated no differently to any other once held and is bound by the terms of this Privacy Notice as soon as they are received.

### **Data Analysis and Updating Your Details**

The University of Suffolk is a community impact University and takes its obligation to make a difference to the communities it serves very seriously. To extend the reach and impact of this work raising philanthropic funds is essential and the University of Suffolk is a fundraising University. We therefore may gather information about individuals from publicly available sources – for example, Companies House, the Electoral Register and the media – to help us to understand more about you as an individual and your ability to support the University, including financially.

At present the University of Suffolk does not carry out wealth screening and has no plans to do so. If this were to change this privacy notice would be updated and individuals will have the right to opt out of this process.

We also use publicly available information to carry out due diligence on donors in line with the University's Code of Ethical Fundraising Practice and Fundraising Policy and to meet money laundering regulations. We are a member of the Fundraising Regulator and committed to the Regulator's Code of Fundraising Practice. All fundraising activity is monitored by the University Executive Committee, Foundation Board and University Board, ensuring we abide by our Ethical Code of Fundraising Practice and Fundraising Policy ([link](#)).

Many of our alumni choose to manage and update their own details via our website. If you complete this or a hard copy *update your details form* we will assume consent has been given for us to update your records and communicate with you using that information. Contact details provided directly by you will update any previous preferences unless you inform us otherwise. If you are registered with the Telephone Preference Service (TPS) but provide us with a telephone number we will assume that we have your consent to call you on this number.

### **Protecting your data**

We are committed to holding your data securely and treating it with sensitivity. All data is held securely and in accordance with data protection regulations. Your data is held on a database hosted on a secure server within the University network. This database is protected by multi-level authentication and access is restricted to individuals who need to see the data to carry out their duties at the University.

Unless we have a legal obligation to do so, we will not disclose your data to individuals, organisations or other entities outside the University other than those

which are acting as agents for the University. All external entities with whom data is being shared and to whom we are not legally bound must sign a contract and/or a confidentiality and non-disclosure agreement before any data transfer takes place. We do not sell to or trade your data with any other organisations.

## **Your rights**

The University considers the relationships it forms to be lifelong, and we will continue to hold your details until you tell us you no longer wish to hear from us. We will always try to ensure that the data we hold for you is up to date, reasonable and not excessive. You will always have the right to:

- Be informed as to how we use your data (via this Privacy Notice)
- Access or request a copy of the data we hold about you
- Update, amend or rectify the data we hold about you
- Change your communication preferences at any time to restrict how we process your data, or opt out of some or all communication
- Ask us to remove your data from our records
- Withdraw consent, where it is used as a legal basis for processing
- Object to or restrict the processing of your information for any of the purposes outlined above.

## **Future changes**

From time to time, we may use your information for new purposes not currently described in this Privacy Notice. If our information practices change at some time in the future, we will always post the policy changes on this page.

If you have any questions about this Privacy Notice, or would like to receive a copy of the information we hold about you, please contact us at:

Strategic and Philanthropic Relations  
University of Suffolk  
Waterfront Building  
Neptune Quay  
Ipswich  
IP4 1QJ

Email: [giving@uos.ac.uk](mailto:giving@uos.ac.uk)