



# UCISA Privacy Notice

## Introduction

UCISA is committed to protecting your privacy. This privacy policy outlines how we handle and process the information we collect about you.

We ensure that we comply with all applicable all applicable data protection laws when handling your information. Your personal data will be processed in accordance with the General Data Protection Regulation (2016/679) (“GDPR”), the Data Protection Act 2018 and the Digital (Data and Use) Act 2025. We keep this privacy policy under regular review and publish updates on our website.

## Who are we

UCISA is the member-led professional body for digital practitioners in education. Open and inclusive, we work together to use our collective technical knowledge and digital expertise to help transform teaching, learning and research by supporting operational efficiency and an excellent student experience.

We also work closely with technology and digital service suppliers to the sector – helping them better understand our needs so that they can deliver the solutions that members need.

This Privacy Policy applies to all of UCISA’s activities and initiatives, including but not limited to:

- UCISA conferences
- UCISA in-person events
- UCISA virtual on-line events
- UCISA publications such as reports, guides, toolkits and surveys
- UCISA communities and working groups
- Representation work
- CPD and mentoring

UCISA is a registered charity, No. 1161218 and a company limited by guarantee which is registered in England under company number. 09349804, VAT Reg No: 227 6110 30. UCISA's registered office is c/o Gravita Oxford LLP, First Floor, Park Central, 40-41 Park End Street, Oxford, OX1 1JD.

The correspondence address for data protection purposes is UCISA, c/o Ruskin College, Dunstan Road, Oxford, OX3 9BZ. Alternatively, you can email the Data Protection Officer at [admin@ucisa.ac.uk](mailto:admin@ucisa.ac.uk).



## Who collects data on behalf of UCISA?

For the purposes of data collection, UCISA will be the Data Controller and is represented on behalf of UCISA by the Administrator. The Data Controller will ensure that the processing of data, carried out by Data Processors, on behalf of UCISA is fair and in accordance with the requirements of GDPR and the Data Protection Act.

## How do we collect personal information?

We collect information about you in several ways including:

- When your organisation signs up for membership of UCISA
- When you register for and attend one of our online or in-person events
- When you join and participate in one of our committees, communities, working or representation groups
- When you apply to our bursary scheme
- When you participate in our mentoring scheme, either as a mentor or mentee.

This personal information is collected in a range of ways from the people we deal with, in the following interactions:

- Email, Teams and written communications and social media posts
- Telephone and Teams discussions
- Online discussion groups associated with our committees, communities, working or representation groups.
- Participation in our mentoring scheme, either as a mentor or mentee.
- Completing UCISA forms of any type.
- Completing any UCISA survey.

## What personal information do we collect?

Personal data means any information that relates to an identifiable individual. The information that we need to collect will include but is not limited to:

- Identity and contact data, including title, name, email address, postal address, telephone numbers.
- Organisation and affiliation, this includes your job title and the organisation that you work for.
- Photographs, videos, digital image recordings, audio recordings of you if you attend our in-person events or online events and meetings.
- Transcripts and chat messages in online events and meetings.
- Records of UCISA activities that you have engaged with, e.g. event attendance, representation events, community groups and committees, mentoring, bursary schemes.



- Records of your communications with us.
- Records associated with nominations relating to the UCISA Awards.
- Records of any payments we have received from you or made to you.
- Applications/nominations for roles (paid and unpaid) within UCISA e.g. trustees, committee chairs, mentors.
- Dietary information relating to allergies or food preferences when attending a UCISA in-person event.
- Accessibility requirements relating to mobility, vision or hearing when attending a UCISA in-person event.
- Technical and usage data. This includes information we obtain from your device or browser such as IP address, your login data, time zone setting and location, browser versions and operating systems, as well as how you use our website.

### How do we use the personal details you provide us?

How we use your personal information will largely depend on why you are providing the information. UCISA will only collect and process information where we believe we have a lawful basis to do so. The basis for processing will vary from activity to activity and in some cases more than one lawful basis may apply to the processing activity.

#### *Contract*

UCISA will collect and process your personal information under the lawful basis of contract to provide you with the service you have requested. This includes:

- To provide you with a service that you have requested, including creation of a user account where necessary.
- To contact you about the service for contract management purposes.
- To contact you about services, communities or events which may be of interest to you or your organisation.
- To respond to your requests for information, complaints or feedback.
- To deliver events.
- To co-ordinate our communities.

#### *Legitimate interests*

UCISA will collect and process information where processing is necessary for us to meet our legitimate interests as an association providing services to the users and members registered with us in a way that you would reasonably expect us to and in line with GDPR article 6(1)(f).

We may use your information to support the following:

- To enable us to fulfil our obligations to you as a UCISA participant and/or staff member of a UCISA member.



- To provide you with the products and services you have requested and for participation in the Organisation's activities in accordance with our Terms of Business.
- To administer your membership as a new or returning member.
- To maintain our lists of platform users and members and ensure data accuracy.
- To notify you of updates, developments and changes to events, activities or services for which you are registered with us.
- To communicate UCISA's future conferences and events and other UCISA initiatives and news which we think will support our members organisations and UCISA's objectives.
- To notify you of any changes to our Terms of Business and about the services that we provide.
- To enable you to register for UCISA events and to ensure any dietary or accessibility requirements can be supported.
- To run communities, working groups, representation groups, research projects, mentoring programmes that you are participating in.
- To record meetings, events and workshops through video, audio or transcription (including in-person and virtual).
- To respond to enquiries, complaints, disputes or feedback.
- To undertake internal analysis, planning and reporting.
- To maintain the security of our systems, services.
- To seek your views or comments on the services that we provide in order to improve them.

### *Legal obligation for the collection of personal data*

Some processing is also necessary for us to comply with our legal obligations. This includes:

- Regulatory activity such as complying with requirements of the Charity Commission for England and Wales and fulfilling our requirements regarding applicable legislation.
- Providing information to statutory bodies such as HM Revenue and Customs.
- Providing information to our independent auditors.
- Protecting the rights, property, or safety, of our business, our members or others.
- Providing information to law enforcement agencies to investigate, detect and prevent fraud or crime.

### *Consent*

In some cases, our processing of personal information will be covered through your explicit consent having been provided and therefore enabling us:



- To publicly publish case studies, blogs and podcasts.
- To include you in UCISA's annual awards and awards nominations.
- To share your information on a delegates list when you attend a conference.
- To connect you with another member/s at your request.

### When do we share personal data?

To ensure your information is protected we use carefully selected third-party service providers who are contracted or authorised to provide services on our behalf. We will only disclose the personal information that is required to deliver the service. These third parties are contractually prohibited to use your information for anything other than the services requested by UCISA.

We will not sell or rent your information to third-parties and we will not share your information with third parties for their own direct marketing purposes.

We will only disclose your personal information to:

- Companies within our group, i.e. Ucisa Services Limited (USL) a wholly owned UCISA subsidiary which provides an events organisation service to UCISA.
- Third party organisations who work with us and Ucisa Services Limited (USL) to support and deliver our events.
- Third parties that you approve.
- Other third-party suppliers, business partners and sub-contractors for business administration, support, processing, services, or digital services purposes.
- Social media sites.
- Our regulators and statutory bodies such as the Charity Commission and HMRC.
- Law enforcement or fraud prevention agencies, as well as our legal advisers, courts, the police and any other authorised bodies, for the purposes of investigating any actual or suspected criminal activity or other regulatory or legal matters.

UCISA will not share your data with other third parties without your consent. Where it becomes necessary to make disclosures without your consent, these will always be in accordance with the provisions of the, the EU General Data Protection Regulation (2016/679), the Digital (Data and Use) Act 2025 and any subsequent legislation.

### *JiscMail Lists:*

The UCISA Administration team owns a number of JiscMail mailing lists. Membership of these lists is mostly by self-registration but there may be occasions (such as Committee membership) where UCISA will provide your name and email address to JiscMail.

Your inclusion on JiscMail lists is covered by the [JiscMail Service Policies](#). You can manage your subscription and unsubscribe at any time. If you post messages to JiscMail,



be aware that any personal data you share within your email (email address, name and signature information) may be visible to others. Your email will continue to be subscribed to the mailing list until you contact us, or JiscMail Helpline to remove your details. Any email messages you post to the mailing list will remain in the mailing list web-accessible private archives, until you ask UCISA, or JiscMail helpline to remove these.

### *Other websites*

Our website, resources and emails may include links to other websites, such as other higher education-related organisations and to our corporate, institutional and associate members. UCISA are not responsible for the content or practices of the sites that we may link to and we recommend that you check their respective privacy policies.

### **Where do we store and process personal data?**

Data is processed according to our privacy policy and the applicable law of the country where the data is located, i.e. within the European Economic Area (EEA). No processing or storage of data takes place outside of the EEA.

Information which you provide to us will ordinarily be stored on secure cloud servers and processed by our staff online and at our office in Oxford. However, we do work with third party contractors, some of whom host and operate certain features of our website and members' portal. By submitting personal information, you agree to this storing and processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy.

### **How do we secure personal data?**

UCISA takes data security seriously and uses the appropriate technologies and procedures necessary to protect the personal information that it holds about you.

In order:

- to protect data against accidental loss
- to prevent unauthorised access, use, destruction or disclosure
- to ensure business continuity and disaster recovery
- to restrict access to personal information
- to conduct privacy impact assessments (where necessary) in accordance with the law
- to train staff on data security.

UCISA adheres to the standards and regulations of the General Data Protection Regulation (2016/679) and the Data Protection Act 2018 and the Digital (Data and Use) Act 2025.



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

We retain your personal data for no longer than is necessary for the purposes(s) for which it was provided. What this means in practice will vary between different types of data.

When determining the relevant retention periods, we take into account factors including:

- legal obligation(s) under applicable law to retain data for a certain period of time;
- statute of limitations under applicable law;
- potential or actual disputes; and
- guidelines issued by relevant data protection authorities.

We also manage the retention of data based on the following principles.

### *Short term requirements*

To have enough information to be able to carry out current and ongoing work as well as resolve queries and complaints, some of which may be historic. This involves retaining all documentation and data for a limited time period, generally of 2-3 years.

### *Long term requirements*

To retain a history of the organisation's various activities and initiatives and to have a back-up for key data which is stored in UCISA's database. This involves retaining certain data in perpetuity.

### *Legal requirements*

To comply with HMRC rules, which involves retaining certain financial data and documentation for seven years. UCISA does not store credit/debit card details as these payments are processed through Stripe. Please see the Stripe Privacy Policy for more details.

Please refer to our Retention Policy for further details on our data retention policy.

## Your rights in relation to personal data

### *1. Rights to be informed*

You have the right to be provided with clear, transparent and easily understandable information about how we use your personal data and your rights.

### *2. Right of access*

You have the right to obtain access to your personal data (if we are processing it) and certain other information (similar to that provided in this Privacy Notice).



### *3. Right to rectification*

You are entitled to have your personal data corrected if it is inaccurate or incomplete.

### *4. Right to erasure*

This is also known as 'the right to be forgotten' and, in simple terms, enable you to request the deletion or removal of your personal data where there is no compelling reason for us to keep using it.

This is where the personal data is no longer necessary for the purpose for which it was originally collected or processed it for; and we are relying on consent as the lawful basis for holding your data, and you withdraw your consent or where we are relying on legitimate interests as the basis for processing, your data and you object to the processing of your data, and there is no overriding legitimate interest to continue this processing. There is no right to erasure for data collected under the lawful basis of Contract or Public Task where that purpose remains.

### *5. Right to restrict processing*

You have the right to 'block' or suppress further use of your personal data in certain circumstances. When processing is restricted, we can still store your personal data, but may not use it further.

### *6. Right of data portability*

You have the right to obtain and reuse your personal data in a structured, commonly used and machine-readable format in certain circumstances where the lawful basis for processing the information is consent or for the performance of a contract; and the processing has been carried out by automated means. This right does not apply to paper-based files.

### *7. Right to object to processing*

You have the right to object to our processing of your personal data for our legitimate business interests or for direct marketing purposes.

### *8. Right to withdraw consent to processing*

If you have given your consent to us to process your personal data for a particular purpose (for example, direct marketing), you have the right to withdraw your consent at any time (although if you do so, it does not mean that any processing of your personal data up to that point is unlawful).

### *9. Right to make a complaint*

If you would like to exercise your data protection rights or if you are unhappy with how we have handled your personal data, please contact us by using the details set out at [www.UCISA.ac.uk](http://www.UCISA.ac.uk).



If you're not satisfied with our response to your request for a review of our subsequent findings, you can make a complaint to the Information Commissioner's Office (ICO):

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 Fax: 01625 524 510