



# LSU Data Protection Policy

## Section 1. Policy Statement

In the course of carrying out its various functions and activities, Loughborough Students' Union (LSU) collects information from individuals and external organisations and generates a wide range of data which is recorded and maintained. The purpose of this policy is to enable Loughborough Students' Union (LSU) to:

- Demonstrate its commitment to the proper handling of personal data.
- Comply with Data Protection law.
- Protect the organisation from the consequences of any breach of its statutory and common law responsibilities.
- To encourage and support a culture of best practise within data protection.

LSU is a data controller under the provisions of the Data Protection Act (registration number: Z6050200). Personal data is held in compliance with the Data Protection Act (DPA) 1998. LSU is in the process of complying with the General Data Protection Regulation (GDPR), which becomes enforceable from May 2018. This policy will be reviewed annually to ensure compliance.

'Personal data' refers to information that identifies a living individual. LSU holds personal data for the following purposes:

1. Staff Administration – Appointments or removals, pay, discipline, superannuation, work management or other personnel matters.
2. Advertising, Marketing and Public Relations – Advertising or marketing the business, activity, goods or services and promoting public relations.
3. Accounts and Records – Keeping accounts, deciding to accept a person as a customer or supplier, keeping records of purchases, sales or other transactions, the processing of orders and accounts.
4. Administration of Membership Records – details of members, Nursery children and parents/guardians, supporters, staff and temporary and casual workers.
5. Consultancy and Advisory Services – Giving advice or rendering professional services (Student Voice).
6. Benefits, Grants and Loans Administration – The administration of welfare and other benefits.
7. Fundraising – fundraising in support of the objectives of the organisation.
8. Property Management – management and administration of land, property, and estate management.

LSU processes personal information about its members in accordance with the eight principles of the Data Protection Act detailed in section 2.



## Section 2. LSU's Conduct Statement in relation to the eight principles of the Data Protection Act 1998

**Principle 1 – Fair and lawful use of data** All students whose data is processed by LSU must be properly informed, or have access to clear information relating to how their data is used, unless an exemption is identified. Where anonymising of personal information is possible without restricting the benefits of the purpose of the data use, individuals should not be identifiable.

**Principle 2 – Use of data only for specified purposes** Staff must consult the Union Director before any personal data is reused for any purpose that is substantially different to that which it was obtained for. If purposes are not to be reasonably expected, new intentions for data use will be published and an appropriate legal basis for processing data in this way will be sought; if deemed necessary, consent from students will be obtained.

**Principle 3 – Personal data shall be adequate, relevant and not excessive** All personal data must be fit for the purpose of which it is processed. Irrelevant information should be removed or not obtained at all.

**Principle 4 – Personal data is kept accurate and, where necessary, up to date** Managers should ensure that personal data held is accurate and up to date. Data subjects will be able to update information where it is out of date (*see section 10*).

**Principle 5 - Personal data shall be kept for no longer than is necessary** All information must be retained and disposed of in accordance with LSU's Data Retention Schedule. For any information not noted on this schedule, staff will consult the Union Director. Data that reaches the end of its retention period will be securely deleted. Out of date information that must still be retained will be archived.

**Principle 6 - Personal data shall be processed in accordance with the rights of data subjects** Individuals have a right in certain circumstances to: request to view and copy their personal data held by LSU; object to processing of their data (including to prevent processing for the purpose of marketing); object to decisions being taken by automated means; to have personal data rectified, blocked, erased, or destroyed; and to claim compensation for damages caused by a breach of the Act. (*See section 10 for more information on Data Subject Rights*).

**Principle 7 - Appropriate technical and organisational security measures must be taken** Security measures should protect against unlawful or unauthorised processing of personal data and against loss, destruction, or damage to personal data. Records that hold personal data are stored in locked filing cabinets, or on controlled-access systems, applications and servers. Electronic information is stored on internal servers managed and controlled by LSU or securely maintained on external servers by partners bound by data protection contracts.

**Principle 8 – Transfers of personal data outside the European Economic Area must be specifically requested** Any staff member who seeks to send personal identifiable information in any format to countries outside the EEA must discuss this with the Union Director.



### Section 3. Staff Responsibilities

All staff who process personal data are expected to understand and adhere to the eight Data Protection Principles set out in the Act and more specifically, the LSU Conduct Statement relating to these principles. Appropriate training will be provided, including induction training for new starters and annual refresher courses.

Significant breaches of this policy will be dealt with using disciplinary action. As such, penalties for breaching the policy must be included in contracts with third parties.

### Section 4. Student Responsibilities

Students should assist LSU in ensuring that their own personal data as provided to the Students' Union is accurate and up to date. Reasonable opportunities to do so will be provided.

Students volunteering for LSU may need to process personal data for activity administration purposes. If students are using personal data they must inform the relevant department manager in charge of the student's activity so that the requirements of the 1998 Act can be adhered to.

### Section 5. Sensitive Personal Data

In most cases LSU will refrain from processing data relating to *sensitive* personal information as these matters have the potential to be used in a discriminatory way. This includes details relating to an individual's ethnicity, religion, political opinions, health conditions, sexuality, criminal records etc. Where this is unavoidable, e.g. in the case of health and safety records, access will be limited to specific members of staff only.

In circumstances where this information is required for the data processing purpose, access will be limited to specific members of staff only. Data subjects will also be required to give informed consent for LSU to use their sensitive information.

### Section 6. Sharing Data Internally

Data is shared across business functions and between staff of LSU only when it is required in order to perform work functions. As far as possible, data is transmitted solely over a secure network and the transmission of data via paper, post or independent electronic devices is strongly discouraged. The LSU network is a secure system with fully managed access control, back-up and recovery processes in place, managed by an internal IT team.



## Section 7. Sharing Personal Data with Partners

Data is only shared with external agencies upon legitimate request and/or when required by law such as a court order.

LSU has no responsibility for the management of personal data processed by Loughborough University, which is solely responsible for its own compliance with the Act.

LSU reserves the right to share limited information with Loughborough University as necessary to pursue its legitimate interests, or to ensure the smooth operation of procedures and practices in the interests of students. Specific information shared with the University, and its' purpose, is detailed in our sharing agreement which is published online.

Further to this, LSU reserves the right to pass necessary information (including personal data) to the University in exceptional circumstances, such as to uphold and enforce disciplinary procedures.

A third party 'Memberships Solutions Limited' provide an information management system to store and manage our students' personal information. Memberships Solutions Limited are bound by a contract stating that personal information will not be modified, deleted, or shared, without the instructions of LSU, or used for any purpose other than that specified by LSU. They are also contractually obliged to abide by the Data Protection Act. The system provider is subject to change; any future provider will be added to this policy.

## Section 8. Sharing Data with the Police or a Similar Third Party

In the case of personal information requests by the Police or a similar third party for the purposes of the prevention or detection of crime or for taxation, and where it is not appropriate for the requestor to seek that information from the individual(s) concerned, it may be deemed necessary to release personal data to the third party. The Data Protection Act allows for a data controller (LSU) to release personal data for the purpose of:

- The prevention or detection of crime;
- The apprehension or prosecution of an offender; or
- The assessment or collection of any tax or duty or of any imposition of a similar nature.

Unless a Court order is made, the decision regarding whether to release personal data will belong to LSU. Any requests must be made using a form in line with Sections 28(1) and 29(3), Schedules 2 & 3 of the Data Protection Act, 1998.

With regard to requests for LSU CCTV footage, please see our [LSU Closed Circuit Television \(CCTV\) Policy](#).



## Section 9. Marketing and Communications

When registering with the University, students can consent for some personal details to be passed to LSU for administrative and communication purposes. Unless students have opted out, occasionally throughout their time at the University LSU will communicate with students via email. This will be for the main purpose of communicating offers or services provided solely by LSU and its tenants in line with the students' membership. If students would like to be removed from a mailing list they may opt out of that type of communication using the unsubscribe link provided in the email; alternatively, students can view and edit their contact options via the Message Centre on the LSU webpage. Communications will not contain information that would not be reasonably expected given the relationship between student and LSU.

## Section 10. Data Subject Rights

If an individual would like to see or have a copy of the personal data that LSU holds on them, they should submit a subject access request (form appended) to [union@lsu.co.uk](mailto:union@lsu.co.uk) or use the LSU contact details provided below. LSU will respond within 40 days of this request. If requests are manifestly unfounded or excessive, LSU have the right to deny the request. Please note that unlike the University, LSU are not subject to the Freedom of Information Act. If you are unhappy with how your requests are handled, please contact LSU's complaints team on: [complaints@lsu.co.uk](mailto:complaints@lsu.co.uk). If you are not satisfied with LSU's response, you can contact the Information Commissioner's Office (ICO) with your concerns.

On occasion LSU will process personal information to improve offers and services to enhance student experience. This may involve profiling or automated decision making based on student information (e.g., if they are a member of an AU club) or information passed from the University (e.g., the department the student belongs to). If you would like to object to your personal information being processed to improve LSU's offers and services, you can contact us using the contact details in section 12. There may be a legal basis to continue processing your data in this way, but you are entitled to an explanation of the processing and the opportunity to challenge them.

If you would like any of your personal information held by LSU to be blocked, erased, or destroyed, you should contact us using the LSU contact details provided below. In some cases (e.g., records relating to a criminal investigation) there may be legitimate reasons for LSU to preserve your personal information. Once legitimate purposes are no longer valid, LSU will endeavor to honor your requests. Please note however, that some personal information held by LSU is obtained from the University and so you would be required to work with the University Registry Department to remove any personal information held on University systems. On such occasions students should contact the University's Student Office (01509 222491 or [studentenquiries@lboro.ac.uk](mailto:studentenquiries@lboro.ac.uk)).

It is the responsibility of LSU staff to take reasonable measures to ensure students' personal data is accurate and up to date, and they will provide opportunities to update information if necessary. However, if you believe LSU are holding inaccurate or out of date personal information,



you have the right to request that your data be corrected. If necessary LSU may seek to verify your requests before updating their records. Please note however, that some personal information held by LSU is obtained from the University and so you may be required to work with the University Registry Department to resolve your concerns. On such occasions students should contact the University's Student Office (01509 222491 or [studentenquiries@lboro.ac.uk](mailto:studentenquiries@lboro.ac.uk)).

## Section 11. Data Breach

According to the DPA, appropriate security of personal data is required, including protection against unlawful processing and against accidental loss or damage. To ensure this, electronic information is stored on internal servers managed and controlled by LSU or securely maintained on external servers by partners bound by data protection contracts. In the unlikely event of a data breach, staff have been trained to inform the Data Protection Officer who will carry out the necessary procedures.

## Section 12. Contact Details

This document can be made available in large print upon request. If you require another alternative format please contact us to discuss your requirements.

### **Contact Details:**

Loughborough Students' Union  
Ashby Road  
Loughborough  
LE11 3TT  
Telephone: 01509 635000  
Email: [union@lsu.co.uk](mailto:union@lsu.co.uk)

Alternatively, you can contact our Data Protection Officer, [dataprotection@lsu.co.uk](mailto:dataprotection@lsu.co.uk).



## Appendices: Data subject Access Requests

If a student would like to see the personal data that LSU holds on them, they should submit this subject access request form using the contact details below. LSU will respond within 40 days of this request in accordance with the Data Protection Act 1998. Please note that requests may not be honoured if they are manifestly unfounded or are submitted frequently within a short time frame (and the data held is unlikely to have changed within that time period). If you are unhappy with how your requests are handled, you can submit a formal complaint to [complaints@lsu.co.uk](mailto:complaints@lsu.co.uk).

The following information is needed to help us give a quick and accurate response to your enquiry. Please complete the information below and return the form by post or email to:

### Contact details

[union@lsu.co.uk](mailto:union@lsu.co.uk)

Loughborough Students' Union  
Ashby Road  
Loughborough  
LE11 3TT

### Part A. Your request

Title	
Surname	
Forename(s)	
Student ID number (if applicable)	
Address	
Postcode	
Telephone number	
Email address	
Relationship to the University	



Please provide a description of your specific request, and any further information which will enable us to locate your personal data (continue overleaf if necessary).

### Part B. Proof of identity

The Data Protection Act requires Loughborough Students' Union to satisfy itself as to the identity of the person making the request. Please include a photocopy of one form of identification containing a photograph (e.g. University Card, Passport, Photocard Driving Licence) when you submit your request. If the supply of this documentation is problematic, please contact us to discuss alternative proof of identity arrangements. If Loughborough Students' Union is unable to satisfy itself as to your identity from the documentation you send us, we will contact you as soon as possible.

### Part C. Declaration

I am the Data Subject named in Part A of this document, and hereby request, under the provisions of Section 7(1) of the Data Protection Act 1998, that Loughborough Students' Union provides me with copies of my personal data as described in Part A. I have provided my proof of identity.

Signature: ..... Date: .....

Please note that LSU operates independently from Loughborough University. Any of your personal data collected by LSU, or received by LSU from Loughborough University, can be provided following a subject access request. However, information collected by Loughborough University that **is not shared** with LSU will not be included.