



Queen Margaret University

EDINBURGH

QMU Conferences & Events Department

Privacy Statement

1. Who we are

This Privacy Statement explains how the University's Conferences and Events Department collects, stores, manages and protects your data. It outlines the types of data that we hold and how we use that data to process your booking. We will also use it to contact you regarding your booking, to undertake post event evaluation and to advertise and promote the university and the services we offer. We aim to be clear when we collect your personal information, and not do anything you would not reasonably expect.

QMU needs to process and retain certain personal information relating to you, because you are a client of the University. All of your personal information will be treated in accordance with the terms of the Data Protection Act 2018 and the UK General Data Protection Regulation. This means that confidentiality will be respected and that appropriate security measures will be taken to prevent unauthorised disclosure.

2. How we collect your data

The personal data QMU Conferences and Events Department holds about you is obtained from the information you have provided in your enquiry about our facilities or services.

3. Why we collect and use your personal information

This privacy statement explains how we collect and use personal information about you. These include, but are not limited to:

- To manage your booking (including access and dietary requirements).
- To confirm your attendance at an event.
- To undertake post event evaluation.
- Processing financial transactions including fees and invoicing.
- To protect your vital interests e.g. in an emergency situation.
- Contacting you by post, email or telephone.
- Statistical and archive purposes.

4. Type of data we collect

Booking our facilities or services

When booking our facilities or services, we collect your personal contact details. These include: your name, job title, organisation, email address, telephone number, car registration details and any dietary & accessibility requirements.

Event Registration

When registering for one of our conferences or events, we use the University's website to register delegates at some of these conferences or events. During the registration process we will collect your contact details. These include: your name, job title, organisation, email address, telephone number, car registration details and dietary and accessibility requirements.

Personal information provided for the purposes of registering to attend a conference or event will be deleted within 3 years. During this period the academic staff member involved in your conference or event may contact you for post event evaluation or promotion of courses related to the conference or event theme, if you consented to this. If at any time you decide that you no longer want to receive this communication, please email events@qmu.ac.uk

Eventbrite

We use Eventbrite for registration at some of our events. Please note that Eventbrite is a third-party service that is not owned or managed by Queen Margaret University. You should refer to Eventbrite's terms and conditions of privacy policy as we do not accept any responsibility or liability for their policies. Eventbrite operates in the USA, however commits to adhering to high standards of data protection. For further details, please see

- [Eventbrite terms and conditions](#)
- [Eventbrite privacy policy](#)

Alternative booking process

If you wish to attend one of our events but do not wish to register online, please contact the event organiser. Contact details for each event are provided on the event booking page.

5. Access to your personal information

The University will manage your information securely and will restrict access to only those who need to use it in the course of their duties. The University will put in place technical and organisational measures necessary to ensure the security of your information. The University will only disclose your information to third parties where we:

- Have a legal basis to do so under Data Protection legislation; or
- Are required to under a statutory or regulatory obligation; or
- Have your consent to do so.

6. Sharing your personal data

QMU Conferences and Events Department will not disclose your personally identifiable information unless required to do so by the law or in the good faith that such action is necessary to: (1) conform to the edicts of the law; (2) protect and defend the rights or property of QMU.

7. Personal information processed by consent

Where the processing of personal information falls outwith the scope of your contract with the University (i.e. the information that the University is required to process to manage and administer your time at University) then we will require another legal reason to process your data. This may require us to ask for your consent for processing. Consent will be sought when it is required.

QMU respects the privacy of every individual who visits our websites or responds to our interactive advertisements. The Privacy Statement on our website outlines the information we collect via its various web pages and how we use that information. The Statement also instructs you on what to do if you do not want your personal information collected or shared when you visit QMU's website or respond to our advertisements: <https://www.qmu.ac.uk/footer/privacy-statement/>

8. Retention of your personal information

The University will retain your personal data only as long as necessary for its purposes as described. Please note, however, that even after termination of your engagement with the University, QMU may still need to retain your personal data to satisfy its obligations to keep certain records for particular periods under applicable law. Such retention is documented in the University Records Retention Schedule, held by the Data Protection Officer.

9. Your rights relating to your personal information

You have the right to:

Access your information

Find out what personal data we process about you and obtain a copy of the data, free of charge within one month of your request. We may make a charge for additional copies of the same information.

Correct your information

We want to make sure that your personal information is accurate, complete and up to date and you may ask us to correct any personal information about you that you believe does not meet these standards.

Deletion of your information

You have the right to ask us to delete personal information about you where:

- You consider that we no longer require the information for the purposes for which it was obtained.
- We are using that information with your consent and you have withdrawn your consent – see withdrawing consent to using your information below.
- You have validly objected to our use of your personal information – see Objecting to how we may use your information below.
- Our use of your personal information is contrary to law or our other legal obligations.

Object to how we may use your information

You have the right at any time to require us to stop using your personal information for direct marketing purposes. In addition, where we use your personal information to perform tasks carried out in the public interest or pursuant to the legitimate interests of us or a third party then, if you ask us to, we will stop using that personal information unless there are overriding legitimate grounds to continue.

Restrict how we may use your information

In some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information about you that we hold or assessing the validity of any objection you have made to our use of your information. The right might also apply where this is no longer a basis for using your personal information but you don't want us to delete the data. Where this right is validly exercised, we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

10. Portability

If we process personal information that you provide to us on the basis of consent or because it is necessary for the performance of a contract to which you are party, and in either case that processing is carried out by automated means, then you have the right to have that personal information transmitted to you in a machine readable format. Where technically feasible, you also have the right to have that personal information transmitted directly to another controller.

11. Automated processing

If we use your personal information on an automated basis to make decisions that significantly affect you, you have the right to ask that the decision be reviewed by an individual to whom you may make representations and contest the decision. This right only applies where we use your information with your consent or as part of a contractual relationship with you. Please contact us in any of the ways set out in the contact information and further advice section below if you wish to exercise any of these rights.

12. Changes to our privacy statement

We keep this privacy statement under regular review and will place any updates on this website. We will publish any changes we make to this data protection policy on our website at the following link: <https://www.qmu.ac.uk/about-the-university/quality/committees-regulations-policies-and-procedures/regulations-policies-and-procedures/> or at:

<https://www.qmu.ac.uk/footer/foi-and-data-protection/data-protection/>

Paper copies of the privacy statement may also be obtained by request from the Data Protection Officer.

This privacy statement was last updated in October 2021.

13. Contact details and further advice

If you have any queries about the processing of your personal data as described above, please contact the University's Data Protection Officer. You can do this by email: lkerr2@qmu.ac.uk; telephone: 0131 474 0000 or post:

Data Protection Officer
Queen Margaret University
Queen Margaret University Drive
Musselburgh
EH21 6UU

14. Complaints

We seek to resolve directly all complaints about how we handle personal information. If you have any issues about this statement or the way the University has handled your personal information, please contact the University Data Protection Officer in the first instance.

If you are dissatisfied with the response from the University, you have the right to lodge a complaint with the Information Commissioner's Office:

Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Email: casework@ico.org.uk
Telephone: 0303 123 1113