



Enquirer Privacy Notice

Introduction

Throughout this privacy notice, "University" "we", "our" and "us" refers to the Norwich University of the Arts. "You" and "your" refers to people making enquiries about our services and goods.

Norwich University of the Arts (NUA) is a registered data controller. We hold personal information about you electronically and in paper format, under the requirements of the Data Protection Act 1998 (DPA) and General Data Protection Regulation (GDPR). We do our utmost to protect your privacy. We follow security procedures regarding the storage and disclosure of information which you have given us in order to avoid unauthorised loss or access. As such we have security systems and procedures to protect information from unauthorised disclosure, misuse or destruction.

What information do we hold about you?

Information held about you may include, but is not limited to;

- Name and address
- Email
- Telephone number
- Date of birth. (We ask for this as we have responsibilities to anyone under the age of 14 years old to ask for parental consent to provide information)
- Nationality. (We ask for this to make sure we send you correct entry criteria and fee information)

Where personal information is collected on our website, for instance through a web form, please read our website privacy notice.

Why do we collect this information?

We collect and process your information to deliver the services and goods you have requested and provide information about the University such as;

- Request a prospectus
- Request course information
- Reserve an open day place
- Request an International Student e-newsletter
- When you attend an event and request further information from us
- From third party sources (such as a UCAS fair, International agent)

How we use your information?

We use your information so we can provide the service or goods you have requested.

We may also communicate with you and provide other information that we believe you may be interested in. We ask your consent to do this. If you provide consent but later decide you want to withdraw this, you have the right to change your mind. Please see the section below "your rights".

Who we share your information with?

We work with organisations who help us to process data. Your details are held on a customer relationship management database hosted by a company called Azorus. When you browse our website or complete one of our online forms your information is shared with Fasthosts who help maintain the security and performance of our website. When we email other information that we believe you may be interested in, your data may be shared with Mailchimp. None of these companies will contact you directly.

These organisations are based outside of the European Union. We have ensured these organisations have safeguards in place, which meets appropriate standards, to protect your personal data.

How long do we keep your information?

We will keep your personal information only as long as is necessary to fulfil the purpose for which it was collected and in accordance with the University's records retention schedule.

Your rights

You may request a copy of the personal information we hold about you. This is called a subject access request. If you wish to make such a request, contact the Data Protection Officer (see details under the "how to contact us" section) or download and complete a subject access request form from our website.

If you wish to correct any information about you held by the University contact the Data Protection Officer in the first instance.

You can manage the emails you receive from us by clicking on the preferences link at the end of any email you have received from us or email info@nua.ac.uk. You can use the same process if you wish to unsubscribe from receiving any further marketing or event information from us you.

Here is a list of all the rights individuals have under GDPR:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling.

Please contact the Data Protection Officer for more details or with any queries. If you believe your data has been breached, please speak to the University. The Information Commissioners website provides more information on data breach rights.

<https://ico.org.uk/your-data-matters/data-protection-and-journalism/taking-your-case-to-court-and-claiming-compensation/>

Other information

How to contact us

If you require further information about how your personal information is held and processed by us please contact the University's Data Protection Officer, email dataprotection@nua.ac.uk. Our postal address is Norwich University of the Arts, Francis House, 3 -7 Redwell St, Norwich NR2 4SN.

We try to meet the highest standards when collecting and using personal information. If you have any concerns with regard to your personal information, please contact us at the above address. You have a right to complain to the Information Commissioners Office about the way in which we process your personal information. Please see www.ico.org.uk/concerns.

Changes to this privacy notice

We keep our privacy notices under regular review. This privacy notice was last updated February 2019.

Our other privacy notices

<https://www.nua.ac.uk/about-nua/data-protection/>