

# Floodplain Meadows Partnership at the Open University

## Privacy Notice

5<sup>th</sup> April 2023

### 1. Scope

This notice applies to correspondence with the Floodplain Meadows Partnership – recipients of newsletters, volunteer activities, trainees, partners, any others involved with the Partnership and whom we have had contact with over the course of the project.

1.1 This document sets out what we do with your personal data in relation to data protection

1.2 This document applies to you if you have ever contacted the FMP at the Open University

### 2. Who we are

2.1 The Open University is the data controller in relation to the processing activities described below. This means that the Open University decides why and how your personal information is processed.

2.2 Where this policy refers to “we”, “our” or “us” below, unless it mentions otherwise, it’s referring to the Open University

### 2. What information do we collect about you, and how do we collect it?

We collect information that you supply when you contact us to make a request or enquiry, such as your name, contact details and nature of your request. This information is held by the FMP team, and will be stored separately to any other records the University holds about you.

We collect information about you through our website when you request to be added to our newsletter list. This information is collected through a third-party server provider called Rochen <https://www.rochen.com/>. They process the data about you solely to pass on to us, and do not use your data in any other way.

**Information that you give to us and we collect** - Your email address and name

### 3. How do we use your personal information?

We need to know some information about you so that we can send you the information you have requested and contact you about it if necessary. We have a **legal obligation** under Data Protection legislation to do this. If you make a complaint or appeal in respect of your request, it is in our legitimate interest to process your personal data for this purpose.

We also use personal data to analyse how successful our activities have been. For example to see if groups of people with the same characteristics such as age group, gender, location etc respond more positively than other groups to a certain types of communication. This is

in our **legitimate interest**, as it helps us to be more efficient in planning and improving our activities and communications.

#### 4. Who do we share your information with?

We do not routinely/automatically share your data with anyone outside of the FMP. However, occasionally we use third party suppliers and service providers for undertaking survey work and research on floodplain habitats and site managers (for example, collecting botanical data from a site).

When we use third party service providers, we only disclose to them any personal information that is necessary for them to provide their service and we have a contract in place that requires them to keep your information secure and not to use it other than in accordance with our specific instructions.

#### 5. Do we transfer information outside the European Economic Area (EEA)?

5.1 Generally, information you provide to us is stored on our secure servers, or on our cloud based systems which are located within the EEA.

5.2 However, there are times when we do need to store information outside the EEA. If we transfer your information outside of the EEA, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this policy. This would either be imposing contractual obligations on the recipient of your personal information, or ensuring that the recipients are subscribed to 'international frameworks' that aim to ensure adequate protection. For example, we would ensure that a US based supplier has signed up to "Privacy Shield".

#### 6. How long do we keep your personal information for?

6.1 If we collect your personal information, the length of time we keep it for is determined by a number of factors including our purpose for using the information and our legal obligations.

6.2 We have a retention schedule for information and keep identifiable records only for as long as they have a legal or business purpose. We will keep email addresses on file for newsletter and other correspondence indefinitely, or until the fold of the FMP, unless requested to do otherwise.

#### 7. Your rights

7.1 You have a number of rights in relation to your personal information, which apply in certain circumstances. Some of these rights will come into force under the GDPR on 25th May 2018. In order to exercise any of these rights, please contact us using the details in section 9 of this document.

7.2 You have the right

- To access your personal information that we process

- Rectify inaccuracies in the personal information that we hold about you
- To have your details removed from systems that we use to process your personal data
- To restrict the processing of your personal data in certain ways
- To obtain a copy of your personal data in a structured electronic data file
- To object to certain processing of your personal data by us
- To request that we stop sending you direct marketing communications.

If you are concerned about the way we have processed your personal information, you can complain to the Information Commissioner's Office (ICO). Please visit the ICO's website [www.ico.org.uk](http://www.ico.org.uk) for further details.

## 8. Contact us

8.1 Our Data Protection Officer is E. A. Powis. Please direct any queries about this policy or about the way we process your personal information using the contact details below.

- Email [data-protection@open.ac.uk](mailto:data-protection@open.ac.uk)
- Telephone 01908 653994
- By post: The Data Protection Officer, PO Box 497, The Open University, Walton Hall, Milton Keynes MK7 6AT.