

Privacy Policy

This Website is operated by the Students' Union Royal Holloway University of London (SURHUL). SURHUL is based in Egham, Surrey, UK. SURHUL is committed to protecting the privacy of its users while using the site.

1. INTRODUCTION

1.1 Welcome to our website. If you continue to browse and use this website, you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern Students' Union Royal Holloway University of London's[SURHUL]'s relationship with you in relation to this website. If you disagree with any part of these terms and conditions, please do not use our website.

1.2 These terms & conditions of website use and any web page-specific terms and conditions that may be shown on the Website from time to time, form the entire agreement between you and us ('Agreement'). If you do not agree to be legally bound by this Agreement please do not use our website.

1.3 Your continued access and use of the Website will amount to acceptance of these Terms of Use. The Students' Union Royal Holloway University of London reserves a right to change the Agreement at any time. You should review these Terms of Use on a regular basis to ensure that you are aware of any changes made as you will be legally bound by any amended terms if you continue to use the Website after the changes

1.4 The term 'Students' Union Royal Holloway University of London or SURHUL or 'our' or 'us' or 'we' refers to the owner of the website whose office is Egham Hill, Egham, Surrey TW20 0EX. SURHUL is The Students' Union Royal Holloway University of London (SURHUL) and is a registered charity (Registered No: 1141998) The term 'you' refers to the user or viewer of our website.

1.5 The use of this website is subject to the following terms of use:

- The content of the pages of this website is for your general information and use only. It is subject to change without notice.
- Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.
- Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.
- This website contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, layout, look, appearance and graphics. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions.
- All trademarks reproduced in this website, which are not the property of, or licensed to the operator, are acknowledged on the website.
- Unauthorised use of this website may give rise to a claim for damages and/or be a criminal offence.
- From time to time, this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).

2. PRIVACY POLICY

This privacy policy sets out how SURHUL uses and protects any information that you give SURHUL when you use this website.

SURHUL is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

SURHUL may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are satisfied with any changes. This policy is effective from 1st September 2010.

SURHUL will use your data for purposes connected with the administration of Students' Union membership. The membership system is administered by Membership Systems Limited, but the data remains the property and responsibility of the Students Union. Student information will not be passed on to any other third party, except in the interests of health and safety or criminal investigation. The Students' Union may use data for disciplinary purposes, voting, general administration and promotion of membership services, student staff records, ticket sales, sports insurance, and entry to premises.

2.1 What we collect

We may collect the following information:

- name and course (or job) title
- contact information including email address
- demographic information such as postcode, preferences and interests
- other information relevant to customer surveys and/or offers

any other information we believe necessary for the administration of our membership

2.2 What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.

- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.

2.3 Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

2.4 How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

2.5 Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

2.6 Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at reception@su.rhul.ac.uk. We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

you can also opt out of any group email communication which has been issued by SURHUL via our unsubscribe function

You may request details of personal information which we hold about you under the Data Protection Act 1998. A £10 fee will be payable. If you would like a copy of the information held on you please write to The Data Controller / General Manager, Students' Union Royal Holloway University of London, Egham Hill, Egham, Surrey TW20 0EX.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

3. DISCLAIMER

The information contained in this website is for general information purposes only. The information is provided by SURHUL and while we endeavour to keep the information up to date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the website or the information, products, services, or related graphics contained on the website for any purpose. Any reliance you place on such information is therefore strictly at your own risk.

In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of this website. (See Section 7 below for further information re limitation of liability).

Through this website you are able to link to other websites which are not under the control of SURHUL. We have no control over the nature, content and availability of those sites. The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them.

Every effort is made to keep the website up and running smoothly. However, SURHUL takes no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.

4. COPYRIGHT NOTICE

This website and its content is copyright of Students' Union Royal Holloway University of London - © SURHUL 2017. All rights reserved.

Any redistribution or reproduction of part or all of the contents in any form is prohibited other than the following:

- you may print or download to a local hard disk extracts for your personal and non-commercial use only
- you may copy the content to individual third parties for their personal use, but only if you acknowledge the website as the source of the material

You may not, except with our express written permission, distribute or commercially exploit the content. Nor may you transmit it or store it in any other website or other form of electronic retrieval system.

5. ACCEPTABLE USAGE POLICY (INCLUDING SOCIAL NETWORKING GUIDELINES APPENDICE)

Use of the internet by employees of SURHUL is permitted and encouraged where such use supports the goals and objectives of the business. However, SURHUL has an Acceptable Usage Policy for the use of the internet whereby employees must ensure that: they comply with current legislation

use the internet in an acceptable way

do not create unnecessary business risk to the organisation by their misuse of the internet

SURHUL employees can access the complete Policy in the 'SU Staff' section of this website.

6. MONITORING

We have the right, but not the obligation, to monitor any activity and content associated with the Website. We may investigate any reported violation of these Conditions or complaints and take any action that we deem appropriate (which may include, but is not limited to, issuing warnings, suspending, terminating or attaching conditions to your access and/or removing any materials from the Website).

7. LIMITATION OF LIABILITY

7.1 While we will use reasonable endeavours to verify the accuracy of any information we place on the website, we make no warranties, whether express or implied in relation to its accuracy.

7.2 The Website is provided on an "as is" and "as available" basis without any

representation or endorsement. Unless specified in separate terms and conditions related to a particular product or service, we make no warranties of any kind, whether express or implied, in relation to the Website, or products or services offered on the Website whether by us or on our behalf (including free software downloads) including but not limited to, implied warranties of satisfactory quality, fitness for a particular purpose, non-infringement, compatibility, security, accuracy, condition or completeness, or any implied warranty arising from course of dealing or usage or trade.

7.3 Unless specified in separate terms and conditions related to a particular product or service, we make no warranty that the Website or products or services offered on the Website whether by us or on our behalf (including free software downloads) will meet your requirements or will be uninterrupted, timely, secure or error-free, that defects will be corrected, or that the Website or the server that makes it available or products or services offered on the Website whether by us or on our behalf (including free software downloads) are free of viruses or bugs or are fully functional, accurate, or reliable. We will not be responsible or liable to you for any loss of content or material as a result of uploading to or downloading from the Website.

7.4 Notwithstanding any other provision in the Conditions, nothing shall limit your rights as a consumer under English law.

7.5 You acknowledge that we cannot guarantee and therefore shall not be in any way responsible for the security or privacy of the Website and any information provided to or taken from the Website by you.

7.6 We will not be liable in contract, tort or otherwise if you incur loss or damage connecting to the Website through a third party's hyper-text link.

7.7 We will not be liable, in contract, tort (including, without limitation, negligence), pre-contract or other representations (other than fraudulent misrepresentations) or otherwise out of or in connection with the Website or products or services offered on the Website whether by us or on our behalf (including free software downloads) for:

7.7.1 any economic losses (including without limitation loss of revenues, profits, contracts, business or anticipated savings); or

7.7.2 any loss of goodwill or reputation; or

7.7.3 any special or indirect or consequential losses; in any case whether or not such losses were within the contemplation of either of us at the date on which the event giving rise to the loss occurred.

7.8 Nothing in the Conditions shall exclude or limit our liability for death or personal injury resulting from our negligence or that of our servants, agents or employees.

8. Governing law

8.1 The Agreement is governed by English law notwithstanding the jurisdiction where you are based. You irrevocably agree that the courts of England shall have exclusive jurisdiction to settle any dispute which may arise out of, under, or in connection with these Terms of Use and for those purposes irrevocably submit all disputes to the jurisdiction of the English courts. The place of performance shall be England.

8.2 We provide no warranty or guarantee that the Website or information available on it complies with laws other than those of England.

9. Severance

If any part of the Conditions shall be deemed unlawful, void or for any reason unenforceable, then that provision shall be deemed to be severable from these Conditions and shall not effect the validity and enforceability of any of the remaining provisions of the Conditions.

10. INDEMNITY

You agree to be fully responsible for (and fully indemnify us against) all claims, liability, damages, losses, costs and expenses, including legal fees, suffered by us and arising out of any breach of the Conditions by you or any other liabilities arising out of your use of the Website, or the use by any other person accessing the Website using your PC or internet access account.

11. Accessibility

11.1 SURHUL seeks to ensure that people are treated equally regardless of age, disability, race, nationality, ethnic or national origin, gender, religion, sexual orientation or personal circumstances. SURHUL does its best to ensure that the Website is accessible to all its users and potential users, including but not limited to users with disabilities (eg visual impairments, cognitive impairments, motor impairments etc); users for whom English is a second language; users of various software; or any other users who may need to use the Website.

11.2 If you need any advice on making your web content and services accessible, please contact reception@su.rhul.ac.uk

11.3 Access to our Website is permitted on a temporary basis, and we reserve the right to withdraw or amend the service we provide on the Website without notice (see below). We will not be liable if for any reason the Website is unavailable at any time or for any period.

11.4 From time to time, we may restrict access to some parts of the Website, or the entire Website, to users who are (as the case may be) students, SURHUL employees or who have registered with us.

12. User names and passwords

You are solely responsible in all respects for all use of and for protecting the confidentiality of any username and passwords that may be given to you or selected by you for use on our Website. You may not share these with or transfer them to any

third parties. You must notify us immediately of any unauthorised use of them or any other breach of security regarding our Website that comes to your attention.

13. Site content

Whilst every effort has been made to ensure the accuracy of information displayed on this site no warranty or representation is given as to its quality, accuracy or completeness. It is the responsibility of the user to judge the accuracy of information before relying on it in any way.

SURHUL will accept no responsibility for any loss or damage of whatever nature arising out of the use of, or inability to use, this site, or from any error or omission in information contained in the site.

SURHUL reserves the right to amend or otherwise alter the information displayed on this site. Whilst every effort is made to ensure this site provides a safe environment for all visitors, the dynamic and open nature of areas such as the discussion forums and noticeboards prevent the Students' Union from monitoring all content posted here. Content of a questionable nature can be reported to the VP Communications and Campaigns in the first instance. Any links to other websites provided by this website have been included for convenience only and SURHUL accepts neither responsibility nor liability for the contents of any linked website. The inclusion of any link does not imply endorsement by SURHUL of any linked website or its provider. Copyright in the content of the site and SURHUL trademarks logos and brands contained in the site belongs to SURHUL. Users are permitted to download and store (on a temporary basis) any of the contents of this site provided this is solely to view such contents using a personal computer. Users are forbidden to permanently copy or store or in any way redistribute the contents of this site unless explicitly authorised to do so.