

# DSRU PRIVACY NOTICE FOR THE DSRU WEBSITE

## Privacy statement

The Privacy Notice is for this website <http://www.dsru.org> and served by the DSRU and outlines the privacy of Users. The DSRU regards the privacy and security of data and information very seriously. The Notice sets out the different areas where User privacy is concerned and outlines the obligations & requirements of the users, the website and website owners and the way the website processes, stores and protects User data.

## When is data collected?

The DSRU collects personal data during a website visit as follows:

1. To set up a User account;
2. When a User makes an enquiry about DSRU services;
3. When enrolling on a DSRU Education and Training course or DSRU conference;
4. Where applicable the website uses a cookie control system to allow or disallow the use of cookies on the User's first visit to the website on a particular computer or device.

## What data is collected?

The data collected whilst visiting the website may consist of:

1. User account details such as email address, username, etc.;
2. Information provided on the website's online forms relating to DSRU training courses, conferences, requesting further information or the DSRU mailing list;
3. Details of payment transactions carried out during the process of booking a DSRU training course or attendance at a conference;
4. Cookies when visiting the website:
  - 4.1. **ASP.NET\_SessionId** – This is a necessary session cookie is used to identify the User's session on the server. The session being an area on the server which can be used to store data in between http requests;
  - 4.2. **.AspNet.ApplicationCookie** – This is a necessary session cookie to identify User sessions. It expires when the User logs out or after 14 days whichever is sooner;
  - 4.3. **\_\_RequestVerificationToken** – This is a necessary Anti Forgery Token used to protect against CSRF attacks;
  - 4.4. **.ASPXAUTH** – This is a necessary cooker to determine if the User is authenticated;
  - 4.5. **Google Analytics Cookies** – these contain no personally identifiable information but use the computer's IP address to know where in the world the Internet is being accessed. The following are used on the website:
    - 4.5.1. **\_\_ga** – Used to distinguish users. It expires after 2 years;
    - 4.5.2. **\_\_gat** – Used to throttle request rate. It expires after 1 minute;
    - 4.5.3. **\_\_gid** – Used to distinguish users. It expires after 24 hours;
  - 4.6. **WordPress cookies** – These are cookies to verify who the User is. There are cookies for logged in Users and for commenters;
  - 4.7. **WooCommerce cookies** – To keep track of cart data when purchasing from the website. No personal information is stored within these cookies;

- 4.7.1. **woocommerce\_cart\_hash** – Contains information about the cart as a whole and helps WooCommerce know when the cart data changes;
- 4.7.2. **woocommerce\_items\_in\_cart** – Contains same information as first cookie;
- 4.7.3. **wp\_woocommerce\_session\_** – Contains a unique code for each customer so that it knows where to find the cart data in the database for each customer;
- 4.8. **Cookie\_Accepted** – This is necessary to log that the cookie notice has been accepted;
- 4.9. **Hotjar cookies** - Hotjar is a heatmapping tool which allows monitoring of navigation throughout the Website to bring a better experience to Users. No individual user data is collected.

## What is the data used for?

The purposes for which the data is being processed or will be processed are to:

1. Providing and managing a User account;
2. Communicating with the User by email or telephone to respond to enquiries, sending alerts or notices including changes to services, sending information in accordance with the User's opt-in preferences;
3. Manage the general administrative requirements of enrolment on a DSRU training course or conference;
4. Comply with statutory and/or regulatory requirements and obligations;
5. Comply with the duty to make reasonable adjustments for course or conference delegates and other disability discrimination obligations;
6. Ensure compliance with the delegate's statutory rights;
7. Enable the DSRU to establish, exercise or defend possible legal claims;
8. Provide the User the best experience when visiting the website by using cookies.

The DSRU may process personal data without consent only when required or permitted by law.

## How is the data protected?

The DSRU has Information Security Policies and Procedures to protect and secure the personal data from being accidentally or maliciously lost or destroyed, altered, disclosed or used for unauthorised purposes or accessed by unauthorised personnel. The DSRU has security measures in place to ensure that only authorised personnel have access to the data.

When the data is shared with third parties, the DSRU require all third parties to have appropriate technical and organisational security measures in place to assure the data is protected and secured in accordance with current data protection legislation. The data will only be used by third parties for specified purposes and in accordance with written instructions.

The DSRU will notify the Information Commissioner's Office (or any other applicable supervisory authority or regulator) and the applicant of any suspected breach in accordance with current data protection legislation.

## Who has access to the data?

The DSRU will not share the personal identifiable data with third parties unless consent is specifically given. Administrative staff may need access from time to time to personal data for administrative duties and Website developers or support staff may need access for system help, support or maintenance tasks.

Google stores information collected by cookies on servers in the United States. Google may transfer this information to third-parties where required to do so by law, or where such third-parties process the information on Google's behalf.

## How long will the data be retained?

The DSRU will retain personal data for as long as is necessary to fulfil the purposes for which it were collected and processed. Course related payment data will be retained for one year after the course completion date.

## What rights does the data subject have in connection with the data?

Data subjects have a number of statutory rights, subject to certain conditions and circumstances, as follows:

1. To be informed;
2. To request access to personal data;
3. To request rectification of personal data;
4. To request the erasure of personal data;
5. To restrict the processing of personal data;
6. To object to the processing of personal data;
7. To request the transfer of personal data to another party.

To exercise any of these rights, contact the DSRU's Head of Data Management (details below).

If it is believed that the DSRU has contravened current data protection legislation with regard to the data then a complaint can be made to the Information Commissioner's Office (ICO) at any time. The ICO is the UK supervisory authority for data protection issues.

## Who to contact?

Any further information required on the use of cookies by Google Analytics refer to the Google website - <http://www.google.com/analytics/learn/privacy.html>

Any general questions on DSRU Information Security or regarding an individual's rights under current Data Protection legislation can be directed to:

Head of Data Management, DSRU, Bursledon Hall, Blundell Lane, Southampton SO31 1AA.  
Tel: 02380 408600. Email: [hodm@dsru.org](mailto:hodm@dsru.org).

DSRU's nominated Data Protection Officer is:

Mark James (Mojou Ltd), Barn E, Manor Farm Donnington, Chichester West Sussex, PO20 7PL  
Tel: 07443 577577 or 0203 8897777. Email: [admin@mojou.co.uk](mailto:admin@mojou.co.uk).