

# CUSTOMER PRIVACY POLICY

## Information you need to know

The Leicester Services Partnership Limited is the Data Controller for your information.

The Data Controller can be contacted at:

The Leicester Services Partnership Limited  
University of Leicester  
Percy Gee  
University Road  
Leicester  
LE1 7RH

Telephone: 0116 373 6427

Email: [info@hereforu.org](mailto:info@hereforu.org)

This privacy notice explains how we use your personal information, and your rights regarding that information.

### What information are we collecting?

The organisation collects and processes a range of information about you. This includes:

- *Student ID number and copies of student Identification Cards*
- *IP Addresses*
- *CCTV Recordings*

The organisation collects this information in a variety of ways. From Scanning Entry into the O2 Academy to using our website.

In some cases, the organisation collects personal data about you from third parties, such as The University of Leicester Upay Chilli Application.

Data is stored in a range of different places, including on Cloud Service Platforms, Network Drives and CCTV Records.

### Why are we collecting your data?

The Partnership holds information about customers for market research or Student and Staff welfare.

In some cases, the organisation needs to process data to ensure that it is complying with its legal obligations.

## **How we will use this data?**

Data collected for Market Research Purposes will be used to analysis spending habits and trends across the business.

Data collected whilst using the O2 academy will be used if required to investigate instances of illegal or inappropriate behavior.

## **What is the legal basis for processing the data?**

The Partnership does not have a legal right to collect your data for Market Research without your informed consent. When using our website you will be asked to accept or decline our tracking tools. You are able to withdraw consent at any time.

When collecting your information at the O2 Academy we are collecting this as we have a Legitimate Interest in your data. When you enter the O2 Academy you are providing consent for us to capture this. Capturing this data is conditional of your entry to the Venue.

*If we are sharing your data with others who are we sharing it with?*

Market Research Data is not shared with anyone outside the organisation but may be shared within various sections of the Partnership.

If required data collected from the O2 Academy could be shared with

- The University of Leicester
- The Leicester Students' Union
- UK agencies with duties relating to the prevention and detection of crime, apprehension and prosecution of offender, collection of a tax or duty, or safeguarding national security
- Third party software suppliers

## **How long we will process your data for?**

Market Research Data is retained for 2 years

Entry Data from the O2 Academy is retained for 30 days

What are your rights and how to enforce them?

- Right to be informed
- Right of access
- Right of rectification
- Right to restrict processing
- Right to data portability

- Right to object if your data is used for direct marketing purposes

How to complain to the Information Commissioner's Office?

The Information Commissioner can be contacted at:

[www.ico.org.uk](http://www.ico.org.uk)

Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK95AF

Telephone: 0303 123 1113

### Data Quality

Information captured is historic data and is therefore not updated as circumstances changes