**Privacy Statement Conferencing Solutions**

At the University of Wolverhampton we recognise that your personal privacy is a serious and important issue and we support the principle of protecting privacy on the Internet within the context of current UK legislation. The Policy below explains how Conferencing Solutions uses and protects the data and information our customers provide.

Conferencing Solutions reserves the right to update this policy and advises customers to view this web page for any future updates. This policy is effective from May 2018.

We follow the following principles in order to protect your privacy:

* we do not collect more information than is necessary;
* we do not use your data for purposes other than those specified;
* we do not keep your data if it is no longer needed;

### Data that Conferencing Solutions collects to help deal with your enquiry

* full name, job title, address, post code
* contact details: telephone landline and/or mobile number and email address
* payment details for B&B bookings
* medical details relevant to the booking: eg food allergies, mobility needs for access and accommodation
* H&S information for specific events: for example emergency contact names and numbers, risk assessments, insurance documentation, named drivers and vehicle registrations
* other information relevant to be able to process your booking enquiry, eg details of Association or Membership website addresses linked to the enquiry

### What Conferencing Solutions do with your information we gather

To help the Conferencing Solutions team respond to your enquiry, we need this information for the following reasons:

* Provide you with an accurate enquiry response for the information you have requested from Conferencing Solutions.
* Where relevant we will share your details with third party, Wolverhampton Science Park Ltd, if your enquiry is suitable or for Wolverhampton as a venue.
* For internal planning, organisation and financial needs, your data and event information is input onto a shared events database which is accessed via secure individual log-in for internal departments to be able to view your event booking, this includes the following teams: Conferencing Solutions, Wolverhampton Science Park Ltd, catering teams, reception staff, operations teams, finance teams, H&S audit teams.
* To keep in contact with you, we may email, send post or telephone you periodically to keep you updated with any updates from Conferencing Solutions including general business and team news, offers, products and services.
* To gain customer feedback, we may use the information you provide to review and improve our products and services and may contact you to follow-up your feedback after the event has taken place.
* To find out what future services and products you would be interested in from Conferencing Solutions, we may use your contact information for market research purposes, by email, phone or post.

### Conferencing Solutions and Security

To ensure your information is secure, Conferencing Solutions has auditted current practices for data storage, file and folder access, password protected files, encrypted emails and secure storage of hard copy materials and administration procedures, to ensure the security of the information we collect from our customers. Data security is also in accordance to the University of Wolverhampton procedures.

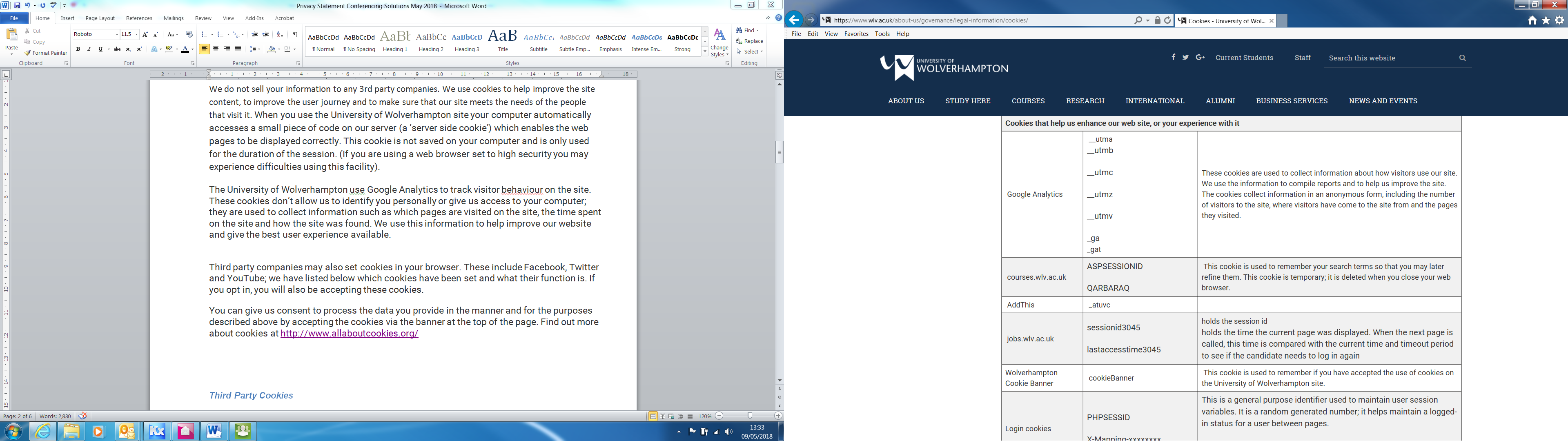
### How Conferencing Solutions use cookies

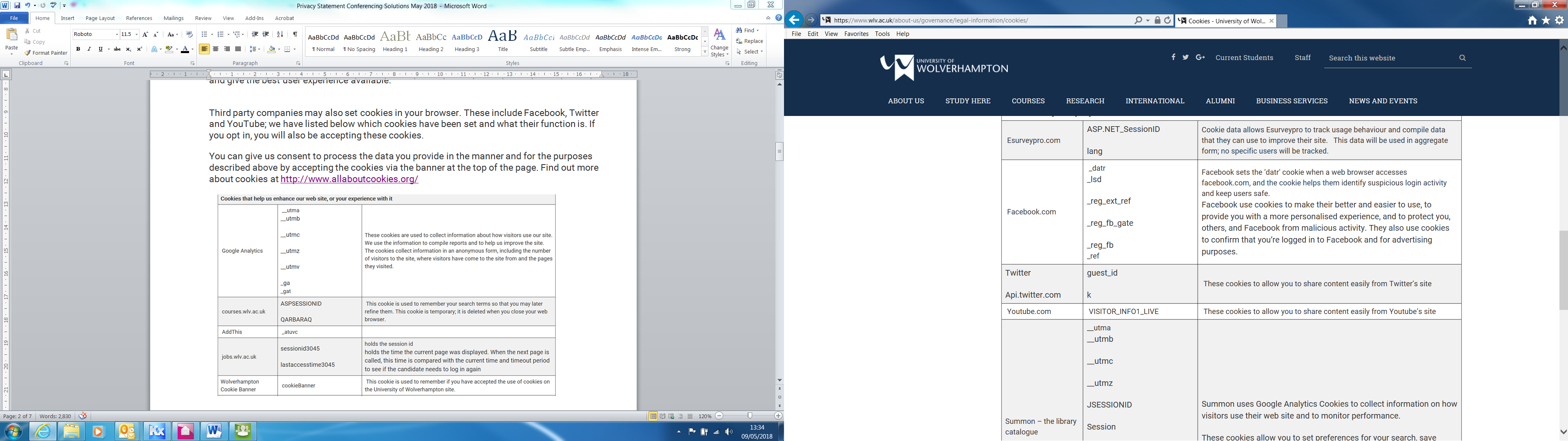
Cookies are files used by most websites to let you log in, translate, purchase goods and so on.  
We do not sell your information to any 3rd party companies. We use cookies to help improve the site content, to improve the user journey and to make sure that our site meets the needs of the people that visit it. When you use the University of Wolverhampton site your computer automatically accesses a small piece of code on our server (a ‘server side cookie') which enables the web pages to be displayed correctly. This cookie is not saved on your computer and is only used for the duration of the session. (If you are using a web browser set to high security you may experience difficulties using this facility).

The University of Wolverhampton use Google Analytics to track visitor behaviour on the site. These cookies don’t allow us to identify you personally or give us access to your computer; they are used to collect information such as which pages are visited on the site, the time spent on the site and how the site was found. We use this information to help improve our website and give the best user experience available.

Third party companies may also set cookies in your browser. These include Facebook, Twitter and YouTube; we have listed below which cookies have been set and what their function is. If you opt in, you will also be accepting these cookies.

You can give us consent to process the data you provide in the manner and for the purposes described above by accepting the cookies via the banner at the top of the page. Find out more about cookies at <http://www.allaboutcookies.org/>





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#### Third Party Cookies

We partner with several other websites to bring you the best user experience. These sites may be linked with the University of Wolverhampton and Conferencing Solutions, but we do not control what cookies are set. We cannot hold any responsibility for these sites as they are independent companies.

**How to Manage or Refuse Cookies**

If you do not want your browser to accept cookies and use them in the ways described above it is possible to change your browser settings. It is also possible to delete existing cookies from your browser. However blocking all cookies will affect your web experience and may result in some parts of the University of Wolverhampton websites not functioning properly. The procedure for modifying your privacy preferences is different for each internet browser and we recommend you visit the following websites for further information:

[http://www.aboutcookies.org](http://www.aboutcookies.org/)  
[www.allaboutcookies.org](http://www.allaboutcookies.org/)

#### Conferencing Solutions and 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.

**Access to Information**

You have the right to request access to the information that Conferencing Solutions has stored on you. Contact Louise Callaghan, Business Development Manager in the first instance.

Tel: +44 (0)1902 321531

E: conferences@wlv.ac.uk

We will provide you with a copy of all the data we have about you. In order to comply with your request, we may ask you to verify your identity.

**Information Correction & Deletion**

If you believe that the information Conferencing Solutions has about you is incorrect, you can contact us so that we can update it and keep your data accurate. Any data that is no longer needed for the purposes specified or required by UK law will be deleted in a timely manner.

To make changes or apply for your data to be deleted, please contact Conferencing Solutions:

Tel: +44 (0)1902 321531

E: conferences@wlv.ac.uk

**Changes**

We reserve the right to change this Privacy Policy. We constantly review our Privacy Policy and strive towards making it better. All changes to our Privacy Policy will be available on this website.

**Summary**

* We collect a limited amount of information about you that is necessary for responding to your enquiry.
* We do not sell or in any other way spread your data to third parties, we do not use your data for purposes other than those we have specified.
* We also make sure that your data is stored securely. We delete all information deemed no longer necessary.
* We review our Privacy Policy in order to make it better and protect you more.

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**Conferencing Solutions Contact Details**

You can contact us anytime to:

·       Request access to information that Conferencing Solutions has about you

·       Correct any information that Conferencing Solutions has about you

·       Delete information that Conferencing Solutions has about you (unless storage is for legal

compliance)

If you have any additional questions about Conferencing Solution’s processing and storage of data, please contact Louise Callaghan:

Louise Callaghan

Business Development Manager

Conferencing Solutions

University of Wolverhampton

MX Building

Camp Street

Wolverhampton

WV1 1AD

Tel: +44 (0)1902 321531

E: conferences@wlv.ac.uk

**The Right to complain**

As a consumer, you have the right to complain or address any concerns about your data use. If you feel we have not addressed your concerns you can contact the ICO (Information Commissioners Office) to raise your concerns in confidence, but we would request that in the first instance you contact us.

May 2018