

Lancaster University Students' Union: Privacy Notice for Members

Lancaster University Students' Union ("LUSU", "we", "us" or "our") is committed to protecting your privacy and being clear about how we use your personal information.

This notice explains what personal information we collect about our student members, where we obtain it from, why we use it, who we may share it with, how long we keep it and the rights you have.

Students registered at Lancaster University are normally members of Lancaster University Students' Union unless they exercise their right not to be a member.

For the purposes of UK data protection law, Lancaster University Students' Union is the data controller for the personal information described in this notice. This means that we are responsible for deciding why and how that information is used.

We use a number of organisations and technology providers to help us provide our services. Where those organisations process personal information on our instructions, they act as our data processors.

1. What information do we collect?

The information we hold depends on your relationship and interactions with us.

Information provided to us by Lancaster University

Lancaster University provides us with information necessary to establish and administer Students' Union membership and enable us to provide services and opportunities to students.

These data categories include:

- Student ID;
- University-record name;
- University Email Address;
- Home Address;
- Date of Birth;
- Gender;
- College;
- Faculty and Department;
- Course or Programme of Study;
- Year or Level of Study;
- Mode of Study;
- Student and Attendance status;
- Expected Course End Date;

The University does not routinely provide LUSU with special category personal information, such as information about your health, ethnicity, religion or sexual orientation, as part of the core membership data feed.

Information supplied by the University may be updated during your studies so that our membership records remain accurate.

Information you provide to us

We may collect additional information directly from you when you use our services or take part in Students' Union activities.

This may include information you provide when you:

- Create or update an account;
- Preferred or display names and other profile information you choose to provide.
- Join a society, sports club or other student group;
- Hold a committee, representative or leadership position;
- Participate in college or JCR activities;
- Enter a competition or sporting activity provided by the Students' Union;
- Book or attend an event;
- Buy a membership, ticket, product or service;
- Vote or participate in an election, referendum or other democratic process;
- Volunteer;
- Apply for funding or submit a form;
- Take part in research, surveys or consultation;
- Contact us for information or support;
- Use our Advice Service;
- Make a complaint or raise a concern;
- Correspond with us by email, telephone, online or in person;
- Provide an emergency contact where appropriate; or
- Choose your communication and marketing preferences.

Information created through your interactions with us

We may also create or record information about your interactions with LUSU, including:

- Student group memberships;
- Committee and leadership positions;
- Event bookings and attendance;
- Volunteering and representative activity;
- Election and democratic participation records where appropriate;
- Purchases and financial transactions;
- Forms, applications and approvals;
- Correspondence with us;
- Records relating to complaints, conduct or safeguarding matters;
- Engagement with our services and activities;
- Communication preferences;
- Website and system activity, including IP address and technical information;
- Access and system logs;
- CCTV footage where you visit premises in which we operate CCTV; and
- Photographs and video recordings.

We do not normally retain your full payment card details ourselves where payments are processed through specialist payment providers.

2. Special category and sensitive information

Some personal information is given additional protection under data protection law. This includes information about:

- Racial or ethnic origin;
- Religious or philosophical beliefs;
- Political opinions;
- Health or disability;
- Sex life or sexual orientation; and
- Certain biometric or genetic information.

We do not routinely require this information simply because you are a member of LUSU.

There are, however, circumstances where you may choose to provide it or where it is necessary for us to process it. Examples include:

- Accessing our Advice Service;
- Requesting accessibility adjustments or support;
- Equality Monitoring;
- Participating in research or consultation;
- Safeguarding and welfare matters;
- Complaints or disciplinary matters; and
- Activities where health or accessibility information is necessary for your safety or participation.

Where we process special category information, we will identify both a lawful basis under Article 6 UK GDPR and a separate condition under Article 9 UK GDPR. Where the Data Protection Act 2018 requires a further Schedule 1 condition or an Appropriate Policy Document, we will also identify and maintain these.

The Article 9 condition will depend on the specific purpose and may include explicit consent, substantial public interest, vital interests where the legal threshold is met, or the establishment, exercise or defence of legal claims.

Where appropriate, we will provide additional privacy information when we collect particularly sensitive information from you.

3. Criminal Offence Information

LUSU may occasionally need to process information relating to alleged or actual criminal offences.

This may arise, for example, through:

- Safeguarding Concerns;
- Complaints or Disciplinary matters;
- Serious Incidents;
- Our Advice Service; or
- Information provided to us by the Police, University or another relevant organisation.

For each use of criminal offence information, we will identify and document an Article 6 lawful basis and the applicable condition under Schedule 1 of the Data Protection Act 2018. We will maintain an Appropriate Policy Document where the selected condition requires one.

4. How do we obtain your information?

We obtain your information from the following sources:

From Lancaster University

Lancaster University provides information to LUSU to enable us to establish and administer your Students' Union membership and provide our membership services.

Our core student information is securely synchronised with our membership systems so that relevant changes to your student record can be reflected in our records.

Directly From You

We collect information when you interact with us, including through our website, membership platform, forms, emails, events, services and face-to-face interactions.

From Other Organisations

In some circumstances we may receive information from other organisations where there is a lawful basis for them to provide it to us.

These may include, for example: sports governing bodies; organisations delivering activities with us; service providers; law enforcement or regulatory bodies; and other organisations where you have asked or authorised them to provide information to us.

Publicly Available Information

Where appropriate and lawful, we may use information that is already publicly available, for example information published by Companies House or information that an individual has deliberately made public.

5. How do we use your information?

We use personal information to operate LUSU and provide services, representation and opportunities to our members.

This includes using information to:

Administer your Students' Union Membership

We use information supplied by Lancaster University to establish and maintain your membership record and confirm your eligibility for Students' Union services and opportunities.

Support Societies, Sports Clubs, Colleges and Other Student Communities

We process information to:

- Administer memberships;
- Support student group committees;
- Manage affiliations and registrations;
- Administer activities, competitions and events;
- Manage group finances and funding;

- Provide training and support;
- Manage facilities and resources; and
- Help groups comply with relevant LUSU requirements.

Operate our Democratic and Representative Functions

We process information to administer:

- Elections, referenda and general meetings;
- Student Representative structures;
- JCR and college representation;
- Officer and representative roles; and
- Other democratic processes.

This can include using information such as your college or student status to determine which elections or democratic processes you are entitled to participate in.

Provide Advice, Information and Support

We process information where you ask us for advice, support or information.

Our Advice Service handles information that can be particularly sensitive. Access to Advice records is restricted and additional privacy information may be provided in connection with that service.

Sell Products, Memberships, Tickets and Services

We process information to:

- Process transactions;
- Manage bookings;
- Issue tickets or memberships;
- Make refunds;
- Maintain appropriate financial records; and
- Respond to queries about transactions.

Provide Events and Activities

We use information to administer events and activities, confirm eligibility and attendance, communicate with participants and, where necessary, help us meet health, safety and accessibility requirements.

Photography and Filming at Events

We may take and use photographs or videos at LUSU events to record and promote our work. We rely on legitimate interests for general event coverage and will provide appropriate notice. You can ask not to be included or request removal where reasonably practicable. We may seek consent for posed, individual or sensitive content.

Conduct Research and Understand Student Engagement

We use information to help us understand our membership and improve our services, representation and activities.

This can include producing statistics and analysing participation and engagement across different groups of students.

Where possible and appropriate, information used for reporting and analysis will be aggregated or anonymised.

Keep People Safe and Manage Risk

We may process information to:

- Protect students, staff and visitors;
- Manage safeguarding concerns;
- Investigate incidents;
- Manage complaints and disciplinary matters;
- Prevent and detect crime;
- Maintain security; and
- Meet our health and safety responsibilities.

Meet Legal and Regulatory Requirements

We process information where necessary to comply with obligations applying to LUSU as a charity, Students' Union, service provider and organisation operating in the UK.

6. What we use your information for and our lawful basis

UK data protection law requires us to have a lawful basis for processing your personal information. The basis we rely on depends on the specific purpose. Where more than one basis is listed below, this does not mean that the bases are interchangeable: the basis that applies will be determined and documented for the particular processing activity.

Where we process special category personal information, we must also identify an additional condition under UK GDPR and the Data Protection Act 2018.

What we use your information for	Lawful Basis for Processing
Maintaining your Students' Union membership record and validating membership entitlements	Legitimate interests
Administering society, sports club and other student group memberships and activities	Contract and/or legitimate interests
Maintaining committee and student leadership records and providing relevant training and support	Contract and/or legitimate interests
Administering events, trips and activities	Contract
Communicating essential information about an event, activity, membership or booking	Contract
Processing ticket, membership, product and service purchases	Contract
Financial administration, including expenses, payments and accounting records	Contract and/or legal obligation
Administering Full-Time Officer elections	Legal obligation
Administering other elections, nominations, referenda and democratic processes	Legitimate interests
Publishing candidate information, election results and elected officer or representative details	Legitimate interests and/or legal obligation, depending on the democratic process

What we use your information for	Lawful Basis for Processing
Publishing student-group committee roles and appropriate role-based contact information to support group administration	Legitimate interests
Administering meetings and representative structures	Legitimate interests
Sending important membership and democratic communications	Legitimate interests
Taking and using photographs and video recordings to document, report on and promote LUSU events, activities and student participation	Legitimate interests for general event photography and filming. Consent where participation is specifically arranged around an identifiable individual. An applicable Article 9 condition will also be identified where an image reveals special-category information
Sending direct electronic marketing	Consent, or legitimate interests where a statutory soft opt-in applies and all relevant conditions are met
Communications based on interests or preferences you have chosen to provide	Consent and/or legitimate interests, depending on the communication
Providing advice and maintaining Advice Service case records	Legitimate interests, together with an appropriate additional condition where special category information is processed
Research, surveys, consultation and understanding student experience	Legitimate interests and/or consent, depending on the activity
Analysing student participation and engagement to improve our services and representation	Legitimate interests
Investigating and recording complaints and disciplinary matters	Legitimate interests, together with additional conditions where required
Safeguarding and responding to serious welfare concerns	Legal obligation, legitimate interests and/or vital interests, depending on the circumstances
Maintaining health and safety, accident and incident records	Legal obligation
Processing health or disability information to provide reasonable adjustments	Legal obligation, together with the applicable Article 9 and DPA 2018 condition
Processing health or disability information to enable safe participation	Legitimate interests or explicit consent, depending on the activity, together with the applicable Article 9 condition
Collecting and holding emergency contact details to support safe participation in our activities	Legitimate interests
Using emergency contact details in response to an urgent welfare or safety concern	Legitimate interests, or vital interests where necessary to protect someone's life
Undertaking eligible DBS and safeguarding checks for staff and volunteers to assess suitability and protect children or individuals at risk	Legal obligation where a check is required by law; otherwise legitimate interests. The relevant DPA 2018 Schedule 1 condition will be the employment condition or the safeguarding of children and individuals at risk condition, as applicable

What we use your information for	Lawful Basis for Processing
Sports competition and National Governing Body administration	Contract and/or legitimate interests
Sharing appropriate student group, committee or representative information with Lancaster University for recognised student opportunities, where applicable	Legitimate interests
Limited sharing of appropriate participation or officer information with Lancaster University for alumni engagement	Legitimate interests, subject to appropriate safeguards
Responding to enquiries	Contract and/or legitimate interests, depending on the enquiry
Administering volunteering opportunities, applications, placements and participation records	Contract and/or legitimate interests, depending on the opportunity
Driver and vehicle registrations, transport hire and eligibility checks	Contract and/or legitimate interests
CCTV, security and protecting people and property	Legitimate interests and/or legal obligation
Responding to legal, regulatory or law-enforcement requirements	Legal obligation
Protecting someone's life or safety in an emergency	Vital interests

Where we rely on legitimate interests, we undertake a balancing test where we consider what we are trying to achieve, whether using personal information is necessary, what you would reasonably expect and the impact of the processing on your rights and interests.

Where we rely on consent, you can withdraw your consent at any time. Withdrawal does not affect the lawfulness of processing carried out before consent was withdrawn.

Where we process special category personal information, we will only do so where an appropriate additional condition applies. Depending on the circumstances, this may include explicit consent, substantial public interest, vital interests or the establishment, exercise or defence of legal claims.

Where we process information relating to alleged or actual criminal offences, we will only do so where permitted under the Data Protection Act 2018 and appropriate safeguards are in place.

7. Membership Communications and Marketing

There are some communications we may send because they relate directly to your membership of LUSU or the operation of the Students' Union.

These can include information about:

- Elections and democratic processes;
- Representation;
- Significant changes affecting members;
- Services or opportunities available to members;
- Activities or groups you have joined;

- Transactions or bookings you have made; and
- Important safety or operational information.

Some communications are necessary to administer membership, services, transactions or democratic processes and are not direct marketing. Communications that promote campaigns, services, products, events or opportunities may constitute direct marketing even when sent to members, and we apply the relevant UK GDPR and electronic-marketing rules.

Where we rely on legitimate interests to communicate with you, you have the right to object to that processing.

Marketing

Where consent is required for direct electronic marketing, we will ask you to opt in. Where we rely on a statutory soft opt-in, we will do so only where all applicable conditions are met and will provide a clear opportunity to opt out when details are collected and in every subsequent message.

You can change your preferences or unsubscribe from marketing communications at any time using the unsubscribe option provided in our communications or by contacting us.

We do not provide your contact details to commercial partners so that they can independently market their products or services to you unless you have specifically agreed to this or another lawful basis clearly applies.

8. Personalisation, Segmentation and Automated Processes

We may use information about you to make our communications and services more relevant. We distinguish service personalisation from direct-marketing segmentation and apply the appropriate lawful basis and electronic-marketing rules to each.

For example, we may use information about your:

- College;
- Course or level of study;
- Society or sports club memberships;
- Participation in activities; or
- Interests and preferences;

to identify information, services or opportunities that may be relevant to you.

Our systems may also apply rules to determine access to particular functions. For example, your college may determine which JCR election you are eligible to vote in, or completion of required training may determine whether particular administrative permissions are enabled.

These processes are used to administer services and eligibility. We do not currently use this information to make solely automated decisions about students that produce legal or similarly significant effects.

If this changes, we will update our privacy information and provide any additional information required by law.

9. Our Student Membership Platform [Rubric]

We use Rubric UniHub, provided by QPAY Payments Ltd (“Rubric”), as our principal membership and student engagement platform.

Rubric supports functions including:

- Membership administration;
- Societies and sports clubs;
- Student group administration;
- Events and ticketing;
- Purchases;
- Forms and applications;
- Group finances and funding;
- Communications;
- Elections and voting;
- Committee and administrative permissions; and
- Reporting and engagement information.

Rubric processes personal information on our behalf and is contractually required to process that information in accordance with our instructions and applicable data protection requirements.

Our primary Rubric data is hosted in the United Kingdom.

Students and University users normally access the platform using institutional Single Sign-On. Administrative access is restricted according to role and permissions.

LUSU remains responsible as the data controller for determining why member information is processed through Rubric.

10. Who do we share information with?

We only share personal information where there is an appropriate reason to do so.

Lancaster University

We work closely with Lancaster University and may share information where this is necessary and lawful, including for:

- Student opportunities;
- Representation and democratic activity;
- Recognised student leadership and committee roles;
- The Higher Education Achievement Record where applicable;
- Safeguarding and student support; and
- Other agreed purposes.

Where appropriate, limited information about student group participation or officer positions may be shared for alumni engagement purposes. We do not share information about participation in groups where doing so would reveal sensitive information, such as membership of groups relating to religion, political beliefs, disability, ethnicity or sexual orientation, for this purpose.

Sensitive wellbeing or advice information is not routinely shared with the University. Where sharing is appropriate, it will normally take place with your knowledge or agreement unless there is another lawful reason to share information, such as a serious risk of harm or a legal requirement.

Our Technology and Service Providers

We use organisations that process information on our behalf to help us operate our services.

These include providers of:

- Membership and student engagement systems;
- Website and hosting services;
- Communications and email systems;
- Payment and financial systems;
- Advice and case-management systems;
- Elections and voting systems;
- Health and safety systems;
- Research and survey tools; and
- Other IT and business services.

Where organisations act as our processors, they are required to protect personal information and use it only for the purposes for which we have instructed them.

Student Group Leaders and Representatives

Authorised student officers, committee members or representatives may have access to limited information where this is necessary to administer their group or activity.

Their access is controlled according to their role and they are expected to use information only for legitimate LUSU or student group purposes and in accordance with our requirements.

Sports and Activity Organisations

Where necessary to enable participation, we may share relevant information with sports governing bodies, competition organisers, activity providers or similar organisations.

Professional Advisers, Regulators and Public Authorities

Where appropriate and lawful, we may share information with our professional advisers, auditors, insurers, regulators, police and other law-enforcement bodies, courts and public authorities.

11. International transfers

Some organisations that provide technology or other services to LUSU may process or make personal information accessible from countries outside the UK.

Where this involves a restricted international transfer under UK data protection law, we will ensure that an appropriate transfer mechanism and safeguards are in place.

These may include UK adequacy regulations or appropriate contractual and other safeguards recognised under UK data protection law.

You can contact us if you would like further information about safeguards applying to international transfers of your information.

12. How long do we keep your information?

We keep personal information only for as long as we reasonably need it for the purpose for which it was collected, including where information needs to be retained to meet legal, regulatory, financial or safeguarding requirements.

Different types of information therefore have different retention periods.

For example:

- Core membership and engagement information is normally retained for no longer than 12 months after you complete your studies or your last interaction with our systems, whichever is later. It is then deleted or anonymised unless longer retention is necessary for another lawful purpose;
- Advice Service records are retained for six years after the end of the financial year in which the student leaves the University. They are then anonymised or deleted, unless longer retention is necessary to respond to a complaint about the Advice Service or substantiate action taken in relation to another service;
- CCTV footage is normally retained for up to 90 days and then automatically deleted. Relevant footage may be retained for up to five years where it is required in connection with an incident, complaint, insurance claim, investigation or legal proceedings;
- Complaints and disciplinary records are normally retained for six years after the case is closed or any sanction ends, whichever is later. Safeguarding records may be retained for longer where necessary, taking account of the person's age, the nature and seriousness of the concern, any continuing risk, referrals to statutory agencies and relevant legal or safeguarding guidance. Retention decisions are documented and reviewed, after which records are securely deleted or anonymised;
- Financial and transaction records are normally retained for six years after the end of the relevant financial year. Shorter periods apply to some customer and participation records, including membership and event-ticket information, which is normally retained for three years, and customer-level commercial sales information, which is normally retained for 12 months. Certain employers' liability and insurance records may be retained for up to 40 years because claims can arise significantly later; and
- Marketing information is retained while you remain subscribed and is reviewed where there has been no meaningful engagement for two years. If you unsubscribe, withdraw consent or object, we will stop marketing to you and retain only the minimum information necessary to record and respect your preference.

We periodically review the information we hold and delete or anonymise information that is no longer required.

13. Keeping Your information Accurate

We take reasonable steps to ensure that personal information is accurate and up to date.

Some information supplied by Lancaster University is updated through our student data arrangements.

You may also be able to update information directly through our membership systems.

Please tell us if information we hold about you is inaccurate or has changed.

14. Your rights

Depending on the circumstances and the lawful basis we rely upon, you may have the right to:

- Be informed about how we use your information;
- Obtain a copy of personal information we hold about you;
- Have inaccurate or incomplete information corrected;
- ask us to delete information in certain circumstances;
- ask us to restrict the way information is processed;
- object to certain processing;
- receive certain information in a portable format;
- withdraw consent where processing is based on consent; and
- have appropriate safeguards in relation to certain automated decision-making.

Not every right applies in every situation. We will explain if an exemption applies when responding to a request.

You have the right to object to processing based on our legitimate interests in certain circumstances.

You have an absolute right to object to the use of your personal information for direct marketing.

You can exercise your rights by contacting us using the details below.

15. Security

We use appropriate organisational and technical measures designed to protect personal information from loss, misuse, unauthorised access, alteration or disclosure. These include measures such as:

- Access controls and role-based permissions;
- Secure authentication;
- Institutional Single Sign-On where available;
- Encryption and secure transmission;
- Security monitoring;
- Backup and recovery arrangements;
- Staff training; and
- Contractual and security requirements for relevant suppliers.

We also regularly review the measures used to protect the information for which we are responsible.

16. Cookies and our Website

Our website and online services may use cookies and similar technologies.

These help our websites and services operate, remember preferences, understand how they are being used and, where you have agreed, support analytics or marketing.

More information is available in our Cookies Notice.

17. Other LUSU Services

Some LUSU services involve processing that is sufficiently different from general Students' Union membership that additional or separate privacy information may apply.

This may include services such as:

- SU Living; and
- The Sugarhouse.

Where a separate privacy notice applies, that notice should be read alongside this notice.

18. If you choose not to provide information

Some information is necessary for us to provide particular services or opportunities.

If you choose not to provide information that is necessary, we may not be able to provide the relevant service, process a transaction or enable you to participate in a particular activity.

Where providing information is optional, we will make this clear where appropriate.

19. Complaints

If you have concerns about how LUSU has used your personal information, please contact us in the first instance so that we can investigate.

You also have the right to complain to the **Information Commissioner's Office (ICO)**, the UK's independent regulator for data protection.

Information about your rights and how to make a complaint is available from the ICO.

20. Changes to this notice

We regularly review our privacy information and may update this notice where our services, systems or use of personal information changes.

Where a change is significant, we will take reasonable steps to bring it to the attention of members where appropriate.

21. Contact us

If you have questions about this notice, want to exercise your data protection rights or have a concern about how we use your information, please contact:

Christopher Cottam - Data Protection Officer

Lancaster University Students' Union
Bowland Main
Bailrigg
Lancaster
LA1 4YT
United Kingdom

Email: ask@lusu.co.uk

This notice was last updated August 2026.