



Privacy Notice for HEFESTIS Ltd Members, Service Users and Stakeholders

Who Are We?

HEFESTIS (Higher Education (HE)/ Further Education (FE) Technology and Information Services) Limited is a not-for-profit Shared Service organisation jointly owned by member institutions across the Scottish University and Colleges sectors. It provides shared services to institutions and where applicable to sector-owned bodies. We are wholly owned by our member HE and FE institutions and therefore acts as a subsidiary for them.

For the purpose of this Privacy Notice, the Data Controller - the person or organisation that determines the purposes and manner by which any personal data are processed - is HEFESTIS Ltd, Unit 27, Stirling Business Centre, Wellgreen, Stirling FK8 2DZ.

HEFESTIS Ltd processes Members, Service Users and Stakeholder personal data under contract. This includes processing personal data of staff within Member, Service User or Stakeholder organisations where appropriate, for example where they register interest in or attend a workshop, or their information is passed to us by their organisation to allow us to deliver our services.

Why we collect your information

HEFESTIS Ltd collects your personal information so that:

- we can enter into a contract with you
- we can deliver our services to you
- for accounting and audit purposes
- to monitor and improve delivery of our services
- to investigate and respond to complaints and data subject requests

What information do we collect?

The categories of personal data you provide to HEFESTIS Ltd may include, but is not limited to:

- contact details, for example, name, address, phone number and email address
- company or organisation you represent
- dietary requirements when attending events
- biographies
- attendance at meetings and events
- photographs
- reasonable adjustments/access requirements

You may provide this information on paper, online, by email, telephone or face-to-face. Your data may be stored in paper format, securely locked in filing cabinets or electronically on a Microsoft server located in the UK under contract.

Will my information be shared with others?

The HR, ICT and Finance functions of HEFESTIS Ltd are delivered under contract by APUC. APUC act as a Data Processor on our behalf, acting only on our written instruction. For instance, where you pay an invoice to HEFESTIS Ltd for our services, or send information to us via email, your data will be processed by APUC. Further details of how APUC process your data can be found in the following Privacy Notices [here](#).

Please note, where individuals attend HEFESTIS Ltd meetings and events, we may need to share your name with the venue for security purposes and dietary requirements where lunch is provided.

How long do we keep your information?

HEFESTIS Ltd only keeps your personal information for the minimum time necessary for us to deliver our services to you and meet our business and audit requirements. Pre-joining enquiries are held for 1 year after enquiry or until the Member joins. Members details are held for 2 years after termination of membership. Personal information relating to events bookings is held for 6 months. Records of payments and banking details are retained by Finance (APUC) for 7 years for tax and audit purposes. The following records are retained permanently:

- Minutes of Steering Group and Board meetings
- Annual reports and financial statements
- Biographies and photographs

If you have joined our Members mailing list, we will hold your information until you advise us otherwise or your membership is terminated or expires.

Your rights under data protection law

Under data protection law, you have a number of rights in relation to your information, including your right to:

- be informed of how your data is being processed (as in this privacy notice)
- access and obtain a copy of your data (referred to as a subject access request)
- have incorrect or incomplete data amended
- have your data deleted
- object to the processing of your data
- data portability
- challenge automated decision making and profiling

Please note that some of these rights only apply under certain circumstances. Further details about your privacy rights can be found on the Information Commissioner's Office website [here](#). If you have any concerns about HEFESTIS Ltd's processing of your data or you would like to discuss your information rights in relation to this, please contact Dr Mairead Wood by email mwood@ucss.ac.uk or post at Data Protection, HEFESTIS Ltd, Unit 27, Stirling Business Centre, Wellgreen, Stirling FK8 2DZ.

We aim to resolve all complaints internally. However, if you have concerns about HEFESTIS Ltd's processing of your data or information rights practices, you can contact the Information Commissioner's Office (ICO) using their website <https://ico.org.uk/make-a-complaint/> or by phone on 0303-123-1113.

We review our privacy information periodically. Last updated March 2020.