

PRIVACY NOTICE

The University Caterers Organisation Ltd (TUCO) is committed to protecting your privacy, providing clear information about how your personal data is processed and complying with data protection law.

This Privacy Notice sets out how TUCO collects and uses your personal information. Please read this Privacy Notice carefully.

1. Introduction ►
2. Who do we collect personal information from? ►
3. How do we collect personal information? ►
4. What personal information do we collect and process? ►
5. What do we use your personal information for? ►
6. Who do we share your personal information with? ►
7. How do we keep your personal information safe? ►
8. How long do we keep your personal information? ►
9. Automated decision making and profiling ►
10. International data transfers ►
11. Your rights ►

NOTE:

- ► indicates that by clicking on this text, the next level of text will be revealed.
- The numbers in the tables below indicate the list level rather than a number to be displayed.
- We have drafted this notice so that it can be included onto a website in a collapsible form.

1. Introduction ►

1	About us ►
2	<p>In this Privacy Notice references to "we" or "us" or "our" are to: TUCO Ltd, a company registered in England and Wales (company number 06124779) with registered address at National House 36 St Ann Street Manchester M2 7LE.</p> <p>We act as data controller in respect of the personal information that we process.</p> <p>If you have any questions about how we collect, store or use your information, or you would like to update the information we hold about you, you may contact Sarah McLoughlin by e-mail sarah.mcloughlin@tuco.ac.uk or by telephone 0161 820 1014.</p>

1	About this Privacy Notice ►
2	<p>This Privacy Notice tells you what personal information we collect, and why we need it, how we use it and what protections are in place to keep your personal information secure.</p> <p>This Privacy Notice applies to</p> <ul style="list-style-type: none"> • visitors to our website, http://www.tuco.ac.uk/; • staff members, contractors and subcontractors of TUCO members; and • staff members, contractors and subcontractors of suppliers appointed to Framework Agreements available to TUCO members. <p>A list of TUCO members is available here.</p> <p>The type of personal information we collect about you – and the personal information we obtain from third parties - depends to some extent on your circumstances, your role within a member or a supplier (if applicable) and our legal obligations.</p> <p>This Privacy Notice was last updated on 25th April 2018.</p> <p>Any changes to this Privacy Notice will be highlighted to you in an updated Privacy Notice.</p>
1	What is 'personal information'? ►
2	<p>Your 'personal information' means information about you, and any information from which you can be identified - either by reference to an identifier (for example your name, location data or online identifier (IP address)) or from factors specific to your physical, cultural or social identity.</p>

2. Who do we collect personal information from? ►

1	We may collect personal information:
1	<ul style="list-style-type: none"> • From you, where you visit our Website, complete one of our online forms or contact us; • From TUCO members; and • From suppliers appointed to Framework Agreements available to TUCO members.

3. How do we collect personal information? ►

1	Information provided to us by you ►
2	Personal information is provided to us by you: <ul style="list-style-type: none"> • when you enter information into our Website or online forms; and • when you contact us by email, by telephone or by post.
1	Information collected automatically by us
2	Personal information is collected by us automatically, when you visit our Website.
1	Information provided to us by third parties ►
2	Personal information is provided to us by third parties such as TUCO members and suppliers: <ul style="list-style-type: none"> • by email; • hard copy document; • by telephone; and • in person.

4. What personal information do we collect and process? ►

1	Information provided to us by you ►
2	Personal information provided to us by you may include, as applicable: <ul style="list-style-type: none"> • information that you give us by entering information into our Website and online forms, e.g. your name and contact details given; and • information that you give us when corresponding with us by email, by telephone, or by post, e.g. your name and contact details.
1	Information collected automatically by us
2	Personal information collected by us automatically, when you visit our Website, may include: <ul style="list-style-type: none"> • technical information, including [the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions and operating system and platform]; and • information about your visit, including [the full Uniform Resource Locators (URL), clickstream to, through and from our site (including date and time), what you viewed or searched for, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs) and methods used to browse away from the page.

1	Information provided to us by third parties ►
2	<p>Personal information provided to us by third parties such as TUCO members and suppliers may include:</p> <ul style="list-style-type: none"> • your name and contact details; • your employment details; and • your CV.

5. What do we use your personal information for? ►

1	What your personal information is used for ►
2	<p>We use your personal information for the following purposes:</p> <p>Information you give to us</p> <p>We will use this information:</p> <ul style="list-style-type: none"> • to provide you with any information or assistance requested by you. • to send you marketing emails regarding TUCO events, training and other membership benefits. We may pass your details on to framework suppliers so that they may contact you about their products and services. <p>In these circumstances, the legal basis for processing the data is your consent. Please note that you have the right to withdraw your consent to this processing at any time by contacting us using the details set out in the Introduction ► section above. If you choose to withdraw your consent, this will not affect the lawfulness of the processing that occurred prior to the withdrawal.</p> <p>Information collected automatically by us</p> <p>We will use this information:</p> <ul style="list-style-type: none"> • to administer our Website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes; • to improve our Website to ensure that content is presented in the most effective manner for you and for your computer; • to allow you to participate in interactive features of our Website, when you choose to do so; and • as part of our efforts to keep our Website safe and secure. <p>In these circumstances, the legal basis for processing the data is [our legitimate interest in administering and improving our Website and its features, and keeping our</p>

	<p>Website secure.</p> <p>Information provided to us by third parties</p> <p>We will use this information:</p> <ul style="list-style-type: none"> • for the purposes of administration in relation to TUCO members (please see a list of our members here); and • for the purposes of contracts entered into between TUCO members and suppliers. <p>In these circumstances, the legal basis for processing the data [may be the legitimate interest of TUCO, its members and third-party suppliers to conduct business operations.</p>
--	---

6. Who do we share your personal information with? ►

1	Your personal information ►
2	<p>We may share your personal information with the following third parties, where relevant:</p> <ul style="list-style-type: none"> • our members – to enable members to contact each other and facilitate collaboration; • our suppliers; • our staff, agents and contractors – to enable us to deliver the core business of professional development and procurement frameworks; • our professional advisors; • third party contractors that provide services to us (such as MailChimp, Survey Monkey); and • analytics and search engine providers that assist us in the improvement and optimisation of our site. <p>We may also share your information with third parties such as regulatory authorities, or where we are under a legal obligation to disclose your information (for example where we are required to share information in accordance with legislation, to prevent fraud and other criminal offences, or because of a court order). We may disclose your information in order to enforce our legal rights or to protect the legal rights of our members or others.</p>

7. How do we keep your personal information safe? ►

1	What we do ►
2	<p>We have security measures in place to restrict access to personal information, to guard against unauthorised or unlawful processing of personal information and against damage to, accidental loss or destruction of, your personal information.</p> <p>The security measures applied include:</p> <ul style="list-style-type: none"> • hard copy records and manual files are kept to a minimum but those kept are in locked filing cabinets and • electronic records are kept in an electronic filing system with access restricted to TUCO staff
1	Third parties ►
2	<p>The terms of our contracts with third party contractors include obligations on them in relation to what personal information they can process and what they can do with that information. Our third-party contractors include:</p> <p>Survey Monkey : https://www.surveymonkey.net</p> <p>MailChimp: https://mailchimp.com</p> <p>H2O Publishing: http://www.h2opublishing.co.uk/</p> <p>TUCO Suppliers: http://tuc.ac.uk/suppliers</p> <p>TUCO Partners: http://tuc.ac.uk/tuco-partners</p> <p>TUCO Web Provider: https://www.thisisbliss.com/</p> <p>Upskill People: http://upskillpeople.com/</p> <p>To facilitate the fulfilment of TUCO events information will also be shared with training providers, study tour operators, hotels and travel management organisations.</p>

8. How long do we keep your personal information for? ►

1	<p>We keep your personal information only for as long as is reasonably necessary for the purposes for which we process your personal information. These purposes are listed at section 5 of this Privacy Notice What do we use your personal information for? ►</p> <p>Your personal information is kept for as long as your institution remains a member of TUCO. In the case of suppliers, bidder information will be held in line with the requirements of the Public Procurement Regulations, whilst marketing contacts will be deleted at the end of the contract term.</p>
---	---

9. Automated decision making and profiling ►

1	What we do ►
2	No automated decision making or profiling is carried out by TUCO.

10. International data transfers ►

1	We do not transfer your personal data outside of the EEA. Where our third-party contractors process your personal data outside of the EEA they are required to ensure the adequate protection of your personal data.
---	--

11. Your rights ►

1	<p>You have certain rights under data protection legislation in relation to the personal information that we hold about you. These rights apply only in particular circumstances and are subject to certain exemptions such as public interest (for example the prevention of crime). They include:</p> <ul style="list-style-type: none"> • the right to access your personal information; • the right to rectification of your personal information; • the right to erasure of your personal data; • the right to restrict or object to the processing of your personal data; • the right to data portability; and • the right to complain to the Information Commissioner's Office about the use of your personal information. • The right to object to direct marketing
---	--

If you would like to contact us about your rights, please see the contact details in section 1 **Introduction** ►.