

University of Newcastle upon Tyne Mobile application privacy policy.

The University of Newcastle upon Tyne (**Newcastle University** or **We**) are committed to protecting and respecting your privacy.

## **SCOPE OF POLICY**

This policy (together with our end-user licence agreement as set out at [http://www.ncl.ac.uk/itservice/mobile/universityapp/privacypolicy\(EULA\)](http://www.ncl.ac.uk/itservice/mobile/universityapp/privacypolicy(EULA)) and any additional terms of use incorporated by reference into the EULA, (together **our Terms of Use**)) applies to your use of:

- Newcastle University mobile application software (**App**) available from <http://www.ncl.ac.uk/itservice/mobile/>; Google Play; iTunes, once you have downloaded a copy of the App onto your mobile telephone or handheld device (**Device**).
- Any of the services accessible through the App (**Services**) that are available on the App Site or other sites of ours (**Services Sites**), unless the EULA states that a separate privacy policy applies to a particular Service, in which case that privacy policy only applies.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how We will treat it.

For the purpose of the Data Protection Act 1998, the data controller is Newcastle University of King's Gate, Newcastle upon Tyne, NE1 7RU, UK.

## **INFORMATION WE MAY COLLECT FROM YOU**

We may collect and process the following data about you:

- **Information you give us (Submitted information):** You may give us information about you by filling in forms on the App Site and the Services Sites (together **Our Sites**), or by corresponding with us (for example, by e-mail or chat). This includes information you provide when you register to use the App Site, download or register an App, subscribe to any of our Services, search for an App or Service, share data via an App's social media functions, enter a competition, promotion or survey, and when you report a problem with an App, our Services, or any of our Sites. The information you give us may include your name, address, e-mail address and phone number, the Device's phone number, age, username, password and other registration information.
- **Information we collect about you and your device.** Each time you visit one of our Sites or use one of our Apps we may automatically collect the following information:
  - technical information, including the type of mobile device you use, a unique device identifier (for example, your Device's IMEI number, the MAC address of the Device's wireless network interface, or the mobile

phone number used by the Device), mobile network information, your mobile operating system, the type of mobile browser you use, time zone setting, (Device Information);

- information stored on your Device, including contact information, friends lists, login information (Content Information);
- details of your use of any of our Apps or your visits to any of Our Sites including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or otherwise and the resources that you access (Log Information).
- **Location information.** We may also use GPS technology to determine your current location. Some of our location-enabled Services require your personal data for the feature to work. If you wish to use the particular feature, you will be asked to consent to your data being used for this purpose. You can withdraw your consent at any time by switching off location data.

If you contact us, We may keep a record of that correspondence.

- **Unique application numbers:** when you install or uninstall a Service containing a unique application number or when such a Service searches for automatic updates, that number and information about your installation, for example, the type of operating system, may be sent to us.

## COOKIES

We use cookies to distinguish you from other users of the App, App Site, Appstore or Service Site. This helps us to provide you with a good experience when you use the App or browse any of the sites and also allows us to improve the App and Our sites. For detailed information on the cookies We use and the purposes for which We use them, see our cookie policy <http://www.ncl.ac.uk/info/legal/cookies.html>

## USES MADE OF THE INFORMATION

We use information held about you in the following ways:

- Submitted Information: To assist with support, bug fixes, analytics and developing the app.
- Device information: To assist with support, bug fixes, analytics and developing the app.
- Content Information: To assist with support, bug fixes, analytics and developing the app.
- Log information: To assist with support, bug fixes, analytics and developing the app.
- Location information: To assist with support, bug fixes, analytics and developing the app.

We may associate any category of information with any other category of information and will treat the combined information as personal data in accordance with this policy for as long as it is combined.

## **DISCLOSURE OF YOUR INFORMATION**

We may disclose your personal information to any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the Companies Act 2006.

We may disclose your personal information to third parties:

- In the event that We sell or buy any business or assets, in which case We may disclose your personal data to the prospective seller or buyer of such business or assets.
- If Newcastle University or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- If We are under a duty to disclose or share your personal data in order to comply with any legal or regulatory obligation or request.
- In order to:
  - enforce or apply the EULA, Our Terms of Use <http://www.ncl.ac.uk/itservice/mobile/universityapp/eula/>), and other agreements or to investigate potential breaches; or
  - protect the rights, property or safety of Newcastle University our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

## **WHERE WE STORE YOUR PERSONAL DATA**

The data that We collect from you may be transferred to, and stored at, a destination outside the European Economic Area (EEA). It may also be processed by staff operating outside the EEA who work for us. These staff may be engaged in the fulfilment of your request and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on our secure servers. Any payment transactions carried out by us or our chosen third-party provider of payment processing services will be encrypted. Where We have given you (or where you have chosen) a password that enables you to access certain parts of Our Sites, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although We will do our best to protect your personal data, We cannot guarantee the security of your data transmitted to Our Sites; any transmission is at your own risk. Once We have received your information, We will use strict procedures and security features to try to prevent unauthorised access. <http://www.ncl.ac.uk/itservice/policies/>

We may collect and store personal data on your Device using application data caches and browser web storage (including HTML 5) and other technology.

## **YOUR RIGHTS**

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if We intend to use your data for such purposes or if We intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms We use to collect your data. You can also exercise the right at any time by contacting us at Newcastle University IT Service, Claremont Tower, Claremont Road, Newcastle upon Tyne, NE1 7RU **OR** [it.servicedesk@ncl.ac.uk](mailto:it.servicedesk@ncl.ac.uk)

Our Sites may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates (including, but not limited to, websites on which the App or the Services are advertised). If you follow a link to any of these websites, please note that these websites and any services that may be accessible through them have their own privacy policies and that We do not accept any responsibility or liability for these policies or for any personal data that may be collected through these websites or services, such as contact and location data. Please check these policies before you submit any personal data to these websites or use these services.

## **ACCESS TO INFORMATION**

The Data Protection Act 1998 gives you the right to access information held about you. Your right of access can be exercised in accordance with that Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information We hold about you.

## **CHANGES TO PRIVACY POLICY**

Any changes We may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by SMS **OR** by e-mail **OR** when you next start the App or log onto one of the Services Sites. The new terms may be displayed on-screen and you may be required to read and accept them to continue your use of the App or the Services.

## **CONTACT**

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to Newcastle University IT Service, Claremont Tower, Claremont Road, Newcastle upon Tyne, NE1 7RU **OR** [it.servicedesk@ncl.ac.uk](mailto:it.servicedesk@ncl.ac.uk)