

Privacy Notice

Name of Process: **Information Services/Unidesk Customer Thermometer service feedback survey**

Edinburgh Napier University provides this information to explain how we use your personal data. Protecting your personal data is important to us and we only collect and process data which is necessary for us to provide the information, services and goods you require. This is in compliance with UK data protection legislation (“the legislation”), that is, the UK Data Protection Act 2018 (“DPA 2018”) and the General Data Protection Regulation: EU 2016-679 (“GDPR”) as amended by “EU Exit” Regulations 2019 and now known as the UK GDPR.

Data Controller	Edinburgh Napier University
Purposes for collection/processing	To ensure a high quality of service provision and for service improvement, where necessary.
Legal basis	Article 6(1)(f), legitimate interests, is the basis for processing. The legitimate interests are: <ol style="list-style-type: none"> 1) For the University to ensure that service users are satisfied and make service improvements if necessary. 2) For Users - to ensure high standards of service are maintained.
Whose information is being collected	Service users, predominantly staff and students.
What type/classes/fields of information are collected	Name, identifying numbers, email address and any other personal data voluntarily provided.
Who is the information being collected from	From the data subject.
How is the information being collected	Email, UniDesk, Customer Thermometer
Who is personal data shared with externally	Not shared externally
Who keeps the information updated	No necessary – survey records a snapshot
How long is the information kept for	Survey data is owned by the account holder
Will the data be used for any automated decision making	No
Is information transferred to a third country? Outside the EEA and not included in the adequate countries list.	No
*This information is provided to supplement the University’s main Privacy Notices and it is recommended that appropriate notices are reviewed to provide full information about how the University processes personal data.	

You can access all the University's privacy notices using the following URL:
<https://www.napier.ac.uk/privacy-policy>

*You have a number of rights available to you with regards to what personal data of yours is held by the University and how it is processed – to find out more about your rights, how to make a request and who to contact if you have any further queries about Data Protection please see the information online using the following URL: <https://www.napier.ac.uk/privacy-policy>