

Eventbrite: Full privacy notice

1. Introduction

The Office for Students (“OfS”) is the regulator of the higher education sector in England and has certain statutory functions set out in the Higher Education and Research Act 2017. You can find more information about OfS and the work that we do on our website: www.officeforstudents.org.uk

OfS is committed to protecting your personal information and being clear about what information we hold about you and how we use it.

The OfS holds various events, workshops and conferences to promote its work as a regulator and to support its statutory functions. Eventbrite is the software used to manage registrations for these events through online registration forms. This privacy notice tells you what to expect when the OfS collects personal information submitted within Eventbrite registration forms.

OfS is registered with the Information Commissioner’s Office (ICO). Our registration number is ZA309955 and you can check our entry details on the ICO’s website: <https://ico.org.uk/about-the-ico/what-we-do/register-of-fee-payers/>

If you would prefer not to submit information to Eventbrite, you can register for an OfS event by emailing the administrator for your chosen event. You will be sent a form to complete; the personal collected will be the same as set out below for Eventbrite.

2. Data controller and Data Protection Officer

OfS is the “data controller” of any personal information collected within scope of this privacy notice. Our Data Protection Officer (DPO) is the first point of contact for people whose information is processed.

The contact details for our DPO are below:

Office for Students

Nicholson House

Lime Kiln Close

Bristol

BS34 8SR

Tel: 0117 931 7270

Email: dp@officeforstudents.org.uk

3. How we will use your information

We can only use your personal information where we have a specific purpose or purposes for doing so.

The OfS holds regular events for universities, students and members of the public about our work as the regulator of the higher education sector in England. We use registration forms on Eventbrite to ensure the booking process is as simple as possible for invitees.

To achieve the above aims, the specific uses that will be made of your personal information are listed below:

- To receive and log acceptances to OfS events
- To provide delegates with further information about their event
- To receive dietary and/or access requirements from delegates and ensure these requirements are met during the event
- To send an event evaluation form to delegates
- To hold a list of delegates at events
- To gain insights into where delegates have seen or heard about OfS events
- For online events, to gain insights into which countries delegates are from so that future events can be promoted effectively
- To gain insights into which groups from the higher education sector attend online events so that events can remain relevant to specific groups within the sector.

If we want to use your personal information for a reason other than those purposes set out above, we will tell you before we start that use and provide further information about the new purpose(s).

4. Legal bases for using your personal information

Under data protection legislation, we require a legal basis to be able to process your personal information for the purposes set out above.

In this case, the legal bases are:

- That processing the personal information is necessary for the purposes of the OfS' legitimate interests [GDPR Article 6(1)(f)]
- That the individual(s) has given clear consent for the processing of their information for a specific purpose [GDPR Article 6(1)(a)].

Further information is set out below:

Legitimate interests

- We have a legitimate interest in collecting your personal information to ensure that OfS has the necessary information to run events effectively and to ensure that the registration processes are completed for each event.
- We also have a legitimate interest in collecting your personal information to ensure that events remain relevant to delegates and are promoted effectively.

- These events are opportunities to support participants (i.e. former, current and prospective students, parents/carers and higher education providers) and provide advice, guidance and updates about our work.

Delegate lists at OfS events and online evaluation forms

- During our events, there will be a list of delegates in attendance, including names and job titles.
- After the event, with your consent, an online survey will be sent to you so that can provide feedback on the event.
- In the Eventbrite registration form, you will be able to give your consent to receiving an online survey. You will also be able to give your consent to your name and job title being included on the delegates list which will be available during events.

Special category data

Where the form asks for special category data (dietary and access requirements), the legal bases for processing this personal information are GDPR Article 6(1)(f), as above, and GDPR Article 9(2)(a):

- “the data subject has given explicit consent to the processing of those personal data for one or more specified purposes”.

Withdrawal of consent

If you wish to withdraw your consent to the processing of described above, please contact the administrator for your event via the email address provided on the event listing or inform a member of OfS staff at your event. Alternatively you can also withdraw consent by writing to our Data Protection Officer (contact details in section 2).

Once consent is withdrawn, we will destroy all relevant personal information unless we are relying on a different legal basis to justify keeping your personal information. If that is the case, we will tell you in writing. However, withdrawing your consent does not affect the lawfulness of processing based on consent before you withdrew consent.

5. What personal information we will collect

The personal information we will collect and use as within event registration forms on Eventbrite is as follows:

- Your name and job title
- Your email address, telephone number and postal address
- The capacity in which you will attend the event
- How you heard about the event
- For online events, which country you are attending from

Special category data

For events held in-person:

- Any dietary requirements submitted by you within the form

- Any access requirements submitted by you within the form.

6. Who we give your personal information to

- As your personal information will be submitted within a registration form on Eventbrite, any personal information you submit will be stored by, and accessible to, Eventbrite.
- Eventbrite processes personal information in accordance with its own privacy policy: https://www.eventbrite.co.uk/support/articles/en_US/Troubleshooting/eventbrite-privacy-policy?lg=en_GB
- Please only submit any personal information which you are happy to have processed in accordance with Eventbrite's privacy policy.
- To ensure the health and safety of participants at OfS events we will share your any relevant dietary requirements to catering staff at the event venue so that your dietary requirements can be met.
- We will also share any relevant access requirements with the event venue to ensure that the needs of participants are met.
- Consent for the OfS to share this personal information can be provided by completing the relevant sections of the registration form on Eventbrite.

We will not disclose your information to any other organisation other than those listed above except where required to do so as part of our functions or by law.

7. Where your personal information will be stored

Eventbrite is based within the United States and your personal information will be stored on servers in United States.

Because this means your information will be held outside the UK / EEA, we have assessed the risks with storing your personal information the United States and are satisfied that it will not be put at any undue risk as a result. The reasons for this are included below:

- Eventbrite confirm in their own privacy notice that they have agreed to be bound by the standard contractual clauses put in place by the European Commission. These clauses provide organisations based in the USA with a way of showing they provide adequate protection to personal information transferred from the UK.
- Eventbrite provides a copy of these standard clauses on their website: [https://cdn.evbstatic.com/s3-s3/static/images/en_US/legal_policies/EU/Eventbrite Standard Contractual Clauses.pdf](https://cdn.evbstatic.com/s3-s3/static/images/en_US/legal_policies/EU/Eventbrite%20Standard%20Contractual%20Clauses.pdf)
- We have carried out our own assessment of the organisation's security and data protection provisions and are satisfied they have appropriate measures in place to protect your personal information.

8. How do we protect your personal information

OfS has a number of security measures in place to protect your personal information, listed below:

- Accredited to the Cyber Essentials PLUS standard for cyber security.
- Where your personal information is held with the OfS, it is stored on secure servers and is only accessible to those individuals which require access for their specific role.
- Eventbrite state that they have an information security training programme that complies with the Massachusetts Privacy Law (201 CMR 17). This regulation requires Eventbrite to have appropriate measures in place to protect your personal information

9. Your rights over your personal information

Once your personal information has been collected, you have certain rights in relation to that personal information that may be exercised. You have the right to request:

- A copy of your personal information;
- Inaccurate personal information held about you is corrected;
- Your personal information to be deleted;
- Processing of your personal information is restricted;
- A copy of your information in a format that allows easy transfer (“data portability”);
- That you are not subject to automated decision making or profiling (if these take place).

All these rights have certain limitations depending on the request and the purpose for which we are holding your personal information. Further information can be found about these rights and our processes for handling such requests at:

<https://www.officeforstudents.org.uk/privacy/individual-rights-under-the-general-data-protection-regulation/>

Eventbrite’s privacy policy states that you can request access to personal information held by them, as well as correct inaccurate or deleting data. You can request this by contacting Eventbrite directly or by visiting the ‘My Account’ page on Eventbrite.

10. How long we will hold your personal information

We are only able to retain a copy of your personal information as long as it is still needed for the purpose(s) for which it was collected.

If you choose to register for an OfS event through Eventbrite, any personal information within the Eventbrite form will be retained for as long as is considered necessary by Eventbrite and in accordance with their privacy policy Information on how to delete your Eventbrite account can also be found within their privacy policy.

If you register for an event through emailing the OfS events team directly, the personal information you provide will be kept for one month after the end of the event. After that point, your personal information will be confidentially and securely disposed of.

11. Use of cookies on OfS website and on Eventbrite

Cookies are test files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to complete statistical reports on website activity. For further information about our use of cookies visit: <https://www.officeforstudents.org.uk/cookies/> or for further general information visit: www.aboutcookies.org or www.allaboutcookies.org.

Eventbrite use first party cookies as well as analytics cookies and you can find more information about how they use these in their Cookies Statement.

12. Complaints about the use of your personal information

If you are unhappy with the way in which your personal information has been handled by OfS, please contact us via our Data Protection Officer (details in section 2) and we will try to resolve your issue informally.

If we have are not able to resolve the issue to your satisfaction, you can also make a complaint to the data protection supervisory authority. In the UK, this is the Information Commissioner's Office (ICO) and they can be contacted at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 0303 123 1113

Email: casework@ico.org.uk

13. Changes to this notice

We keep our privacy notices under regular review and we will inform you of any changes to this notice by placing an update on our website and when we send invitations to OfS events.

This privacy notice was last updated in April 2021.