

## Privacy Notice

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

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"><li>1) For the University to ensure that service users are satisfied and make service improvements if necessary.</li><li>2) For Users - to ensure high standards of service are maintained.</li></ol>
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
How secure is the information	<p>Access to survey data is restricted to Edinburgh Napier University Information Services staff.</p> <p>For services provided locally by Information Services, information is stored on servers located in secure University datacentres. These datacentres are resilient and feature access controls, environmental monitoring, backup power supplies and redundant hardware. Information on these servers is backed up regularly. The University has various data protection and information security policies and procedures to ensure that appropriate organisational and technical measures are in place to protect the privacy of your personal data. The University makes use of a number of third party, including "cloud", services for information storage and processing. Through procurement and contract management procedures the University ensures that these services have appropriate organisational and technical measures to comply with data protection legislation. The University is <a href="#">Cyber Essentials Plus</a> accredited.</p>
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
<p>You can access all the University's privacy notices using the following link:  <a href="https://staff.napier.ac.uk/services/governance-compliance/governance/DataProtection/Pages/statement.aspx">https://staff.napier.ac.uk/services/governance-compliance/governance/DataProtection/Pages/statement.aspx</a></p> <p>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: <a href="https://staff.napier.ac.uk/services/governance-compliance/governance/DataProtection/Pages/default.aspx">https://staff.napier.ac.uk/services/governance-compliance/governance/DataProtection/Pages/default.aspx</a></p>	