



# Enquirers and registered users

## Privacy notice - summary

This is a summary of the full privacy notice which is available at [www.open.ac.uk/privacy](http://www.open.ac.uk/privacy)

### **What personal data do we collect about you, and how do we collect it?**

As soon as you contact us or register with us, we create a record in your name. To that record we add information that you give us whenever you contact us. If you become a student, we add the information you give us at registration and throughout your studies to this record. See the [Students privacy notice](#).

If you have registered with us, we will add to your record any activities that you carry out on our website. This might include diagnostic quizzes you complete, or modules you add to your basket. We also monitor and record telephone calls to help us improve our services.

### **How do we use your personal data?**

We use your personal information to answer your enquiry or application and to provide you with appropriate services.

We also use your information to help us plan and improve our services. The Open University or an external agency acting on our behalf may contact you to carry out related research.

We analyse our body of enquirers and users to inform our marketing strategy, and to provide management information.

We will send you marketing communications, if you have consented to this.

You can change your contact preferences when you sign into the OU website, by using any unsubscribe options available in the communications, or by [contacting us](#).

### **Who do we share your personal data with?**

We sometimes use external service providers to carry out activities under our instruction. If so, they may process your personal information under strict contractual confidentiality obligations.

### **How long we keep your personal data?**

We will keep your record for as long as you continue interacting with us.

### **How can I access the information you hold about me, and what other rights do I have?**

You can contact [The Open University](#) to request a copy of the personal data that we hold about you and you can ask for your data to be rectified if it is incorrect. In certain circumstances, you can object to our use of your data, you can ask for it to be restricted or erased and for a copy in a structured electronic format.

**Contact us:** Email [data-protection@open.ac.uk](mailto:data-protection@open.ac.uk)

Telephone +44(0)1908 653994