



Privacy Notice - Open University Events booked through Eventbrite

Your Personal Data – the information we collect about you and what we do with it:

About us

The Open University is a UK Higher Education Institution. For more information please see www.open.ac.uk The Open University is what is known as the Data Controller of the personal data you provide to us.

Information we hold about you

Any information you supply when booking an event, such as your name and contact details, is held and used by the department organising and running the event. For example if you have a student record, the event booking information will not be stored as part of that record. Any information collected when you pay for the event will be processed securely by Eventbrite

If you are paying for an event, then processing your personal information is necessary to our contract with you for delivering this event.

Why we need information about you

We need to know some information about you so that we can administer the event and contact you about it if necessary.

How we keep your information

All the personal data we handle is processed by Open University staff using computing facilities in the UK. However, the University might sometimes use computer services that are located within the European Union. For the purposes of event booking we use Eventbrite which is a service based in the United States – please see their [privacy policy](#). This organisation participates in and complies with the EU-US Privacy Shield Framework regarding the collection, use and retention of personal data from European Economic Area member countries.

When you book an event through Eventbrite you will also have to agree to their terms and conditions of service.

The Open University has a Data Protection regime in place to oversee the effective and secure handling and use of your personal data.

We will transfer your name and Personal Identifier to the organisation hosting your exam. We will instruct the host organisation to keep this information confidentially, but your data may be at risk if you've asked for an exam in a country that the European Commission hasn't deemed to have adequate safeguards in place. Please refer to the [list of countries with an adequacy decision](#) in place to see if this will affect you.

We do not share or sell your information to other organisations.

How long we keep it

We are required under UK tax law to keep basic personal data (name, address, contact details) and details of financial transactions such as payments for a minimum of 6 years. After this time any information about payments will be destroyed.

What are your rights?

If you want to see the information the University holds about you, or if you want any information corrected or deleted, please contact us using the details below. For further information about your rights, please see www.open.ac.uk/privacy

If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer who will investigate the matter. Our Data Protection Officer can be contacted on the details below.

If you are not satisfied with our response or believe we are processing your personal data in a way that is not in accordance with the law you can complain to the UK Information Commissioner's Office (ICO). See www.ico.org.uk

OU Data Protection Officer
The Open University
Walton Hall
Milton Keynes
MK7 6AA
[Email: data-protection@open.ac.uk](mailto:data-protection@open.ac.uk)
Telephone: +44 (0)1908 653994

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