



Comhaltas na Mac Léinn,
Ollscoil na Gaillimhe
University of Galway
Students' Union

University of Galway Students' Union – Data Privacy Policy Statement

University of Galway Students' Union is an Irish non-incorporated body. Under our constitution, the Students' Union Board of Trustees owns all assets of the Union.

The entities covered in this policy are:

- **University of Galway Students' Union** which is responsible for personal data relating to interactions with the Students' Union via elected officers and YourSpace.
- **Students' Union Commercial Services Ltd** which is responsible for data relating to the operation of various commercial services including Sult, SU Shop, and Smokey's Café.
- **Students' Union Publications and Promotions Ltd** which is responsible for managing the Union's publications and promotional opportunities including on-campus promotions and activations.

All entities are collectively referred to as "**the Union**", "**we**" or "**us**" in this policy document.

Overview

The policy explains how we collect, use, share and protect your personal data when you use our services, visit our outlets or websites, or contact us, and how you can exercise your data protection rights.

How We Use Your Data

We use your personal data for the following purposes:

- **Purchases and accounts:** to fulfil orders, deliver goods, manage accounts and handle refunds or enquiries where necessary for our contract with you or steps you request before entering a contract.
- **Member services:** to administer services and respond to enquiries, relying on our legitimate interests in supporting members, subject to your rights and interests.
- **Security and fraud prevention:** to verify identity where necessary and protect people, property and systems, relying on our legitimate interests in preventing fraud and unauthorised access.
- **Legal obligations:** to maintain accounting and transaction records and meet applicable tax reporting requirements under the Taxes Consolidation Act 1997 and the Value-Added Tax

Consolidation Act 2010, as amended, and, for our limited companies, the accounting requirements of the Companies Act 2014.

- Marketing: to send electronic promotional communications with your consent.

Where information is required by law or necessary for a contract or service, we explain this when collecting it and explain the consequences of not providing it.

Promotional communications

The Union uses your personal data for electronic marketing purposes (with your consent) and may send you email messages to update you on the latest offers available in Students' Union outlets. You have the right to opt out of receiving promotional communications at any time, by contacting the Union via the contact channels set out in this Policy. Withdrawal of consent does not affect the lawfulness of processing carried out before withdrawal.

Sharing data with third-parties

The Union only allows its service providers to handle your personal data when we have confirmed that they apply appropriate data protection and security controls.

Those service providers include IT support, accounts and payroll, Yourspace, customer loyalty programme providers, CRM systems.

Service providers acting as our processors work under appropriate contracts and our instructions.

Other third parties

Aside from our service providers, the Union will not disclose your personal data to any third party, except as set out below. We will never sell or rent our customer data to other organisations for marketing purposes. We may share your data with governmental bodies, regulators, law enforcement agencies, courts/tribunals and insurers where disclosure is lawful, necessary and proportionate:

- To comply with our legal obligations,
- To exercise our legal rights (for example in court cases),
- For the prevention, detection, investigation of crime or prosecution of offenders, and
- For the protection of our employees and customers.

International transfers

To deliver products and services to you, it is sometimes necessary for the Union to share your data outside of the European Economic Area.

This will typically occur when service providers are located outside the EEA. These transfers are subject to special rules under data protection laws. If this happens, we will ensure that the transfer will be compliant with data protection law. Our standard practice is to use 'standard data protection clauses' which have been approved by the European Commission for such transfers.

How long do we keep your data?

We will not retain your data for longer than necessary for the purposes set out in this Policy. Different retention periods apply for different types of data. Full details are available in our Data Retention Schedule which is available at <https://su.universityofgalway.ie/privacy-policy>

What Personal Data Do We Collect?

The Union may collect the following information about you:

- Your name, age/date of birth, and gender
- Your contact details: postal address including billing and delivery addresses, telephone numbers (including mobile numbers) and e-mail address
- When you make a purchase or place an order with us, your payment card details
- Your communication and marketing preferences
- Your interests, preferences, feedback and survey responses
- Your location
- Your correspondence and communications with the Union
- Student identifiers or casework information

How We Protect Your Data

The Union is committed to keeping your personal data safe and secure. Our security measures include:

- Security controls which protect the Union's IT infrastructure from external attack and unauthorised access, and
- Internal policies setting out our data security approach and training for employees.

Your Rights

Subject to the conditions in data protection law, you can:

- Obtain confirmation that we process your personal data, a copy of it, and information about its use, including recipients or categories of recipients.
- Have inaccurate or incomplete personal data corrected.
- Request deletion of your personal data or restriction of its processing.
- Receive personal data you provided in a portable format, and request its transfer where technically feasible, when processing is automated and based on consent or contract.
- Object to processing based on legitimate interests for reasons relating to your situation.
- Object to direct marketing, including related profiling, at any time.
- Withdraw consent where we rely on it, without affecting earlier lawful processing.

These rights are subject to legal conditions and exceptions. We will explain any applicable restriction when responding to your request.

You can exercise your rights using the contact details below. You do not have to use a particular form. If we have reasonable doubts about your identity, we may request the minimum additional information necessary to verify it.

We respond without undue delay and normally within one month of receiving your request. Where complexity or the number of requests justifies an extension, we may take up to two further months, explaining the reasons within the first month. Requests are normally free of charge.

Contact Information

If you have any questions about how the Union uses your personal data that are not answered here, or if you want to exercise your rights regarding your personal data, please contact us by any of the following means:

- Phone us on: 353 (0)91 524810
- E-mail us at: sudataprivacy@universityofgalway.ie
- Write to us at:
Data Protection
University of Galway Students' Union
Áras na Mac Léinn
University of Galway
University Road
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You have the right to lodge a complaint with the Data Protection Commission (DPC). Further information, including contact details, is available at <https://www.dataprotection.ie>

Updates

This policy was last updated on 11 September 2026