

# UniRise Privacy Notice

We are committed to protecting the privacy of those with whom we interact, and we recognise the need to respect and protect information that is collected or disclosed to us ("Personal Information", explained below). Personal Information is information that can allow you to be identified. This privacy notice explain which Personal Information we collect and share about you and what we use them for.

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### **1. Who are we?**

We are UniRise Ltd: ("we", "us"). We are an online live learning platform and we operate the website [www.unirise.co.uk](http://www.unirise.co.uk) (the "website").

We deliver university application support through our online platform (our "**services**"). This notice describes how we process your personal data if you are a student, mentor, or visitor to our website. For the purposes of this notice:

- **Student** – means an individual who is over the age of 16 and uses our services.
- **Mentor** – means an individual who is over the age of 16 and volunteers to support students as part of our mentorship programme.
- **Website Visitors** – or anyone who visits our website.

## 2. What information do we collect about you?

We collect Personal Information about you directly (e.g. when you contact us and/or use our platform), including the following categories:

- **Personal and Contact Data** includes first name, last name and title, address, email address, telephone number
  - **Career History and Education Data** includes CV, professional experience, academic and professional qualifications, reference information, employment history
  - **Financial Data** includes bank account/credit card details
  - **Technical Data** includes internet protocol (IP) addresses, usage session dates, page views, click maps, RAM, device name, operating system, how you use our website, the type of browser used while visiting our website and the numbers of users who visit our website.
  - **Services Data** includes information about how you use our services, details of which services you have received from us, our correspondence and communications with you and information about any complaints or enquiries you make to us.
- Marketing Data** - includes information about your marketing preferences.

## 3. How is your Personal Information collected?

The information we collect about you depends on whether you are a student, mentor or website visitor:

### A. Students

You may provide us with your Personal and Contact Data, Financial Data, Technical Data, Marketing Data, and Services Data, by signing up to use our services, using the services to contact tutors, or corresponding with us by email, phone or otherwise.

#### **B. Mentors**

You may provide us with your Personal and Contact Data, Educational Data, Technical Data, and Services Data, by signing up to use our services, using the services to teach mentees, or corresponding with us by email, phone or otherwise.

#### **C. Website Visitors**

When you interact with our Website, we may automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this Personal Information by using cookies and other similar technologies (please see section 10 below).

We may also collect information about you from third parties, such as your name, email, and country of residence

### **4. How do we use your Personal Information and the basis on which we use it**

We use your Personal Information to:

- provide you with our services, such as find you a suitable mentor (if you are a Student) or find you a suitable mentee (if you are Mentor)
- address any requests or enquiries you may have
- Provide with you ongoing customer assistance and technical support, such as troubleshooting
- comply with legal requirements which apply to us and cooperate with law enforcement bodies or other authorities/regulators

If you are a Student, we may provide you with marketing and offers relating to services offered by us (unless you have told us that you do not want to receive marketing, or we are otherwise prevented by law from doing so).

We must have a lawful ground to use your Personal Information, which in most cases will be one of the following:

- where it is necessary to provide services to you (e.g. to help find a tutor or mentor (as applicable)).

·to comply with a obligation imposed by law, such as complying with any request you send us if you want to exercise your rights

·to meet our legitimate interests, such as understanding how you use our services and allowing us to develop intelligence so that we can develop and improve our services. Where we rely on legitimate interests, we ensure that your privacy is protected and that your freedoms or rights are not overridden by our interests.

We may rely on your consent such as to send you newsletters (for students only). You may withdraw your consent at any time by contacting us using the details at the end of this privacy notice.

## **5. Information sharing**

We may share your personal information with third parties under the following circumstances:

- Service providers and business partners. We may share your Personal Information with our service providers and business partners that perform certain services, such as sending newsletters and marketing emails.
- Regulators, law enforcement agency, government authority or other third parties. We may disclose your Personal Information with such parties to comply with regulatory or legal obligations, operate and maintain the security of the website (e.g. to prevent or stop an attack on our systems or networks); or to protect our rights or property
- We may disclose your Personal Information to a third party in the event that all or substantially all of our business or assets are or are intended to be sold or otherwise assigned to another entity.
- We may share certain Personal Information, including about mentees and mentors with universities/other educational institutions, so that we can deal with safeguarding concerns and allow them to provide enhanced support for you.
- We may share anonymous data with university partners in order to give students access to open days and opportunities of the most relevant universities to them.

## **6. What do we do to keep your information secure?**

We have put in place appropriate physical and technical measures to safeguard your Personal Information. In addition, we limit access to your Personal Information to those employees, agents, contractors and other third parties who have a business need to know. However, please note that although we take appropriate steps to protect your Personal Information, no website or transmission of data, computer system or wireless connection is completely secure and therefore we cannot guarantee the security of your Personal Information.

## **7. International Transfer of Data**

We mainly store your Personal Information in the United Kingdom. To the extent that we transfer, store or process your Personal Information in a country outside the United Kingdom that is not regarded as ensuring an adequate level of protection of protection for personal information (by the Information Commissioner's Office), we will ensure that appropriate safeguards are in place in accordance in accordance with applicable legal requirements.

## **8. How long we will store/keep your Personal Information**

We will only retain your Personal Information for as long as we have a relationship with you. once our relationship with you finishes, we will store your Personal Information for a period of that time allowed us to, for example,

- satisfy any legal, regulatory, tax, accounting or reporting requirements.
- comply with record retention requirements
- defend or bring any existing or potential legal claims
- address any complaints

When your Personal Information is no longer required for the purpose it was collected or as required by applicable law, it will be deleted.

## **9. Your Rights**

With respect to the Personal Information we hold about you, you have rights to: access (receive a copy of your information); correction (of inaccurate information or to complete information if incomplete); request the deletion of; restrict our use of; object or stop certain uses of information; receive in a usable format and transmit to a third party (also known as the right of data portability); complain with a local data protection authority (which in the UK is the Information Commissioner's Office in relation to our processing of your Personal

Information. If you have any questions about the rights you may have, please contact us using the details listed below.

## **10. Contact us**

We are the controller responsible for the Personal Information we collect and process about you. If you would like to contact us with questions about privacy or data protection practices, please contact us using the following email: [team@unirise.co.uk](mailto:team@unirise.co.uk)

## **11. Third-Party Links**

Our website contains links to other third party websites that are not operated by us. These linked sites and applications are not under our control and as such, we are not responsible for the privacy practices or the content of any linked websites and online applications. If you choose to use any third party websites, any personal information collected by the third party's website will be controlled by the privacy notice of that third party.

## **Cookies**

### **What are cookies?**

We may use cookies on our website. Cookies are small text files that can be read by a web server in the domain that put the cookie on your hard drive. Cookies are assigned to and stored in a user's internet browser on a temporary (for the duration of the online session only) or persistent basis (cookie stays on the computer after the internet browser or device has been closed). Cookies collect and store information about a user's preferences, product usage and content viewed which allows for us to provide users with an enhanced and customised experience when engaging with the website.

We may also use your Personal Information to personalise and to target more effectively our marketing communications to ensure, to the extent possible, that any marketing-related correspondence is relevant to you.

We do not share your Personal Information for marketing purposes with third parties without obtaining your prior consent.

If you are a Mentor or Student, we will only use your Personal Information for sending you information about the mentorship programme and not for our paid services.

To opt out of receiving marketing-related correspondence from us, please click "Unsubscribe" from any marketing or promotional email you receive from us.