

Ninth Pan-Commonwealth Forum (PCF9) Privacy Policy



Scope

1. This document sets out what we do with your personal data in relation to the 9th Pan-Commonwealth Forum (PCF9), co-hosted by The Open University (OU) and the Commonwealth of Learning (COL). To be held in Edinburgh, Scotland from 9 – 12 September 2019.
2. This document applies to delegates who have registered online to attend the conference. The information you provide will only be used for the organisational purposes of PCF9 by the OU and COL.
3. It is in our legitimate interest to facilitate this conference and to use a specialist company BUKSA Associates Inc to manage the registration database with the registration data processor, ePly. These companies are based in Canada and we have a contract in place to ensure appropriate safeguarding of your data.

Who we are

4. The OU and COL are the joint data controllers in relation to the processing activities described below. This means that The OU and COL decide why and how your personal information is processed.
5. The Open University are co-hosting the conference: The Open University, Walton Hall, Milton Keynes, Buckinghamshire, MK7 6AA, England.
6. The Commonwealth of Learning are co-hosting the conference: Commonwealth of Learning 4710 Kingsway, Suite 2500, Burnaby, V5H 4M2, British Columbia, Canada. Phone: (604) 775-8200, Email: info@col.org.
7. The registration database that captures your personal information is managed by: BUKSA Associates Inc. (the "Consultant"), Suite 307, 10328 – 81 Avenue NW, Edmonton, Alberta, Canada T6E 1X2.
8. The data processor who securely stores your personal data is: ePly Services Inc, 250 – 1122 Mainland Street, Vancouver, BC V6B 5L1, Canada.
9. Where this document refers to "we", "our" or "us" below, unless it mentions otherwise, it's referring to The OU and COL.

What information do we collect about you, and how do we collect it?

Information that you give to us when you register to attend the conference using the online registration system:

- 10 (a) Personal contact details such as your name, email address, postal address, country and phone number.
- (b) Sensitive data such as your gender, dietary and mobility requirements.
- (c) Other event registration and profile information such as company, job title.
- (d) Personal payment information such as credit card or wire transfer.
- (e) Passport details to obtain a letter of invitation for a visa application.
- (f) Communication preferences including news subscription and delegate list consent.

How do we use your personal information?

- 11 It is in our legitimate interest to collect this data to enable attendance to the PCF9 conference. We do this to:
 - (a) Respond to delegates requests and enquiries
 - (b) Supply name badges for the delegates
 - (c) Supply a letter of invitation for a visa application
 - (d) Notify delegates of changes, updates and other announcements relating to the conference
 - (e) To activate a profile in the conference app

Who do we share your information with?

- 12 We use a third-party supplier and service provider for conference management services. Conference Care Venue Sourcing and Event Management company. Who are assisting with the planning of the event and the conference app.

When we use third party service providers, we only disclose to them any personal information that is necessary for them to provide their service and we have a contract in place that requires them to keep your information secure and not to use it other than in accordance with our specific instructions.

Do we transfer information outside the EEA?

- 13 Information you provide to us is stored on our secure servers, or on our cloud-based systems which are located within Canada.

14 Canada is an adequate country under EU GDPR, and ePly are also covered by EU-US Privacy Shield. See www.eply.com/features. Security and Privacy: Your data belongs to you and no one else. ePly uses SSL encryption when collecting registration data and credit card numbers are never stored. The data centre has 24/7 security, with hourly and daily server backups and because it's located in Canada, does not fall under the jurisdiction of the U.S Patriot Act.

How long do we keep your personal information for?

- 15 The data provided for registration will be removed from online access thirty (30) days after the close of PCF9. The data is downloaded (excluding credit card details) and kept 6+ years and retained in servers that are wholly owned or managed by COL. COL deploys online security measures that are appropriate for an organisation of its size to ensure that the data held is secure and verifiable by an external auditor. Third-party access is not permitted at any time to data held in these servers. See [COL's Policy on Online Data Protection](#)

Your rights

- 16 You have a number of rights in relation to your personal information, which apply in certain circumstances. In order to exercise any of these rights, please contact us using the details in section 6 of this document.
- 17 You have the right
- To access your personal information that we process
 - To rectify inaccuracies in the personal information that we hold about you

In some circumstances, you also have the right

- To have your details removed from systems that we use to process your personal data
- To restrict the processing of your personal data in certain ways
- To obtain a copy of your personal data in a structured electronic data file
- To object to certain processing of your personal data by us
- To request that we stop sending you direct marketing communications.

If you are concerned about the way we have processed your personal information, you can complain to the Information Commissioner's Office (ICO). Please visit the ICO's website www.ico.org.uk for further details.

Contact us

- 18 Please direct any queries about this document or about the way we process your personal information to our Data Protection Officer using the contact details below.
- Email data-protection@open.ac.uk
 - Telephone +44 (0)1908 653994
 - By post: The Data Protection Officer, PO Box 497, The Open University, Walton Hall, Milton Keynes MK7 6AT.
 - Email claire.nappin@open.ac.uk
 - Telephone +44 (0)1908 659159
 - By post: The Conference Coordinator, The Open University, Walton Hall, Milton Keynes MK7 6AA