

How we use your personal information

-- Potential Applicants using the 'Chat to Students' service (Unibuddy)

If you register to use the 'Chat to Students' service, you will be providing information directly to Unibuddy — you can find further information in their [Privacy Policy](#) and [Terms of Use](#).

As part of accessing this service through fitz.cam.ac.uk, your personal details will then be shared with Fitzwilliam College, to manage the scheme of helping potential applicants find out more about studying at Fitzwilliam and Cambridge by talking to current students for advice. This is part of the College's outreach activities and your personal data is collected in the legitimate interests of these activities.

The Joint Controllers for your personal data are Unibuddy and Fitzwilliam College. The College Data Protection Officer is the Bursar: bursar@fitz.cam.ac.uk. The statutory Data Protection Officer for the College is the Office of Intercollegiate Services Ltd (OIS Ltd): college.dpo@ois.cam.ac.uk. For details of the College's Data Protection Policy see <https://www.fitz.cam.ac.uk/about/official-information/data-protection>

Full information on how Fitzwilliam College and the University of Cambridge use personal data is available for [undergraduate pre-applicants](#) and [postgraduate pre-applicants](#).

The following information is specific to potential applicants using the 'Chat to Students' service (Unibuddy):

Who can use the 'Chat to Students' service? You can use the service if you are over 16 years of age and are thinking about applying to Fitzwilliam College and the University of Cambridge. You may not use this service for any other purpose; for more information see Unibuddy's [Acceptable Use Policy](#).

What Personal Data does the 'Chat to Students' service collect?

- Name/ Email
 - Nationality
 - Home postcode (optional)
 - School name (optional)
 - Year you want to start your studies (optional)
- **No Special Category Data** is requested (if you provide any sensitive personal data in any chat / free text box, you are consenting to the processing of such sensitive personal data)

Who will be able to see your information?

Fitzwilliam College staff will see the information you submit when you sign up.

Student Ambassadors will only see your first name and the conversations that you have with them.

Conversations between you and the student ambassadors are moderated by Fitzwilliam College staff. These conversations are not linked to your personal data or any future application you may make.

Unibuddy staff will also have access to all of your data for technical purposes.

Your information will not be shared with any third parties other than Unibuddy's service providers.

How long we keep your data: Unibuddy's [Privacy Policy](#) informs you how long your data will be kept within the 'Chat to Students' system. If Fitzwilliam College downloads data from this system for long-term retention, it will be anonymized.

Your rights: You have the right: to ask us for access to, rectification or erasure of your data; to restrict processing (pending correction or deletion); and to ask for the transfer of your data electronically to a third party (data portability). Some of these rights are not automatic, and we reserve the right to discuss with you why we might not comply with a request from you to exercise them.

Concerns or complaints

If you have questions or concerns about your personal information, or how it is used, please speak to the staff in the Fitzwilliam College Admissions Office in the first instance. If you need further guidance, please contact the College Data Protection Officer using the details given above. If you are still dissatisfied after the College's response, you should contact the statutory Data Protection Officer. You retain the right at all times to lodge a complaint about our management of your personal data with the Information Commissioner's Office at <https://ico.org.uk/concerns/>

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