

## Privacy Policy

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The following privacy policy relates to the personal information gathered on the internet website [www.webpay.reading.ac.uk/studentpayments/](http://www.webpay.reading.ac.uk/studentpayments/)

### **Online Security**

The University of Reading has made every endeavour to ensure the security and integrity of personal information. Payment details are encrypted whenever transmitted or received online. Personal information is only accessible by staff designated to deal with receiving online payments. Access to this information is controlled using user names and passwords

### **Personal information that is gathered online**

The University collects the following types of information: names, postal and email addresses, phone and payment information.

The University collects this basic information in order to verify payment details are correct and contact you in the event of a query.

### **How the University uses personal information that is gathered online**

The University will not use your personal information for any purpose other than that for which it is submitted. It will use the information to reply to inquiries, handle complaints and provide details for record keeping and to update departmental databases.

The University will not pass your information to any third party, other than for the purposes of verifying the payment details.

Your details will be held for as long as is needed to fulfil the University's legal obligations.

### **How your information will be shared**

In order to resolve queries or complaints the University may pass information to WorldPay or other departments in the University.

When you make a payment, WorldPay will confirm that the transaction is authorised and complete.

We will not use your email address to send any unsolicited messages or information, nor will we sell or rent it to anyone else.

The University will normally only email you if you have forgotten your password or if you have a query.

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The University may also release personal information to appropriate authorities if a release is required by law, or regulation; or if our records indicate an individual may be involved in fraudulent behaviour.

### **Tracking Technology**

The University may use technology to track the patterns of behaviour of visitors to our site. This can include using a "cookie" which would be stored on your browser. You can usually modify your browser to prevent this happening. This information collected in this way can be used to identify you unless you modify your browser settings.

### **Changes to our Privacy Policy**

The University reserves the right to change, modify or amend this policy at any time.

If you have any comments or questions about the privacy policy please feel free to contact us on [epayments@reading.ac.uk](mailto:epayments@reading.ac.uk)