



Research

***Unity Data Deletion Policy**

Last reviewed 29th March 2017

The *Unity Data Deletion Policy describes the *Research company policy for the deletion of user data in *Unity.

This policy is applicable only to Client data that, after a period of inactivity, is no longer necessary for the purposes of providing the service. This includes but is not limited to; the Client's email address and the relevant database back-ups.

Data in the *Unity deployment can fall under one of two regimes, depending on the status of the tenancy of the user.

1. Adopted tenancies

In "adopted" tenancies the subscribing institution pays a fee, has a Service Level Agreement and is the Data Controller under EU legislation. In this case, responsibility for user data and meeting any legal or other standards is the responsibility of the subscribing institution. In practice, many of the responsibilities are delegated to *Research via the SLA. For example, the SLA provides institutions with the option of deleting all user data if and when it terminates the SLA. Nonetheless, decisions about what user data to delete when are the responsibility of the subscribing institution as the Data Controller. This principle continues to apply even when the subscribing institution is outside the EU.

2. Unadopted tenancies

In an "unadopted" tenancy without an SLA, *Research is the data controller.

If a user wishes to delete their data, they are free to use the tools in *Unity to delete as much content as they wish, including potentially all content. Where a user is unable for some reason to access their account but wishes to delete their content, *Research will enable this process.

Certain core user data will however remain after this, including attributes such as name and email address acquired from institutional IdP servers during authentication. To preserve the collaborative experience even after the user has terminated their use of *Unity, most of this data is required. For example, we need to retain the name of the user so that comments posted by them still show up as coming from them. Agreement to such data retention is part of the Terms and Conditions that users agree to when they join the service. The exception to this rule is the email address of the user and this will be deleted within 180 days of the user notifying *Research that they wish to be removed from the service.

Data Excluded from this Policy

- Data not supplied via the *Unity service, for example data in an email sent to the info@unity.ac address, billing addresses supplied for invoicing, survey responses or suggestions made to our UserVoice account.
- Anonymised website usage information
- Comments made on content in *Unity (where the document has not been deleted).
- User data that *Research is prevented by law from destroying all or part of, in which event *Research undertakes that all such data will be kept confidential and will not be disclosed to any third party or used or processed for any purpose except as required by law.

For more information, please email us at info@unity.ac