

Understanding how you can use data from scanning at UCAS exhibitions.

When a visitor allows you to scan their ticket, this means you have permission to contact them via their preferred communication style.

When attendees pre-register, we ask how they'd prefer to be contacted by the exhibitors who scan their ticket – by email, post, or SMS. We then include this data as part of your report, which is available through your ENet account. You'll find this under a new column 'DP Scanner Preferences'. You can use these preferences to tailor your first post-event communications. Your ENet report also provides a date and timestamp of when each attendee's ticket was scanned, so you have evidence of when they gave their permission to be contacted.

Additionally, pre-defined tags (email, post, and SMS) are available for you to collect your own preferences if you wish. If you choose to collect your own preferences (see **GDPR consent and tags** section), these would supersede the scanner preferences collected at registration. The preferences you choose should define how you will communicate with contacts, and to be compliant you need to provide a clear method for any customer you contact to update their preferences in the future.

To give you more insight into what we ask attendees, we have included the registration question about scanning and ticket information below:

This is what we ask during registration, to confirm scanning preferences (screenshot).

Personalise your updates

To help you make the most out of your visit, we'll send you help and support when you need it. We'll also use the details below to make sure you only receive info and advice to help you achieve your career goals.

- ✗ Get tailored info about uni and college courses, open days, and apprenticeships.

Yes No

- ✗ Get deals, offers, and freebies, including high street brands, tech, and travel.

Yes No

- ✗ How would you like to hear from us? Tick the one(s) you'd prefer. You can choose email (for relevant university information, or details of accommodation, and info to support you), post (for university prospectuses, or invitations to open days you might be interested in), or SMS (for reminders about open days, or courses you might be interested in).

All Email Post SMS

Just so you know, your data is safe with us – **we never pass your details to third parties for marketing purposes without your permission**. If you change your mind, you can update your preferences at any time. For more information on how we treat your personal data, take a look at our [privacy policy](#).

Scan your ticket to receive information from event exhibitors

Your e-ticket will include a barcode so we can identify you. When you arrive at the exhibition, we'll scan your barcode so we know you've arrived. Make sure you keep your ticket handy, as you can use it to get more info about specific exhibitors – just get them to scan your ticket. By doing this, you're giving us your permission to share your details with those exhibitors (including email, mobile number, and postal address). This means you won't miss out on important things like course details and open days. We'll also use this information to help make sure any further communications we send you match what you're interested in. If you don't want an exhibitor to have your contact details, don't let them scan your ticket.

- ✗ If you get your ticket scanned by an exhibitor, how would you like to receive information/communications from them?

Email Post SMS

Terms and conditions of booking

Before completing your exhibition registration, please read our [booking terms and conditions](#) and our [privacy policy](#).

- ✗ I agree to the booking terms and conditions
- ✗ I have read and understood the privacy policy

For your information, the text on the tickets to reinforce the message about scanning is as follows:

When you arrive at the event, UCAS will scan your barcode ticket so that we know you've arrived.

Keep your ticket handy – if you would like to receive further information from particular exhibitors, you can scan your barcode at their stand.

If you do this, we will give them your contact details so that they can send you information such as course details or invites to open days.

If you do not want an exhibitor to have your contact details, then simply do not scan your barcode.

Privacy policy

UCAS' privacy policy tells students that we will share the communication channel preferences they provided to UCAS with exhibitors, which may then be used to decide how they are contacted. For more information, please view our privacy policy at www.ucas.com/about-us/policies/privacy-policies-and-declarations/ucas-privacy-policy.

GDPR consent and tags

It is worth stressing that an exhibitor would only ask about channel preferences where a student had opted to receive communications from them by scanning their barcode. Therefore, an exhibitor would be able to demonstrate that consent to receive communications had been provided by the student, in the event of a complaint being made to the Information Commissioner's Office. The app does not have the same functionality in terms of audit and proving consent with regard to channel preferences. However, consent to receive communications could be demonstrated, and where an exhibitor has spoken to a student and obtained additional consent, the risk of a complaint would appear relatively small.

Exhibitors with any concerns about this have the option of relying solely on the preferences collected within the event's registration, or issuing follow-up communications to capture additional channel preferences if they want to. However, we are in the process of updating guidance on use of the scanners and events process, and therefore we can make this clearer to exhibitors.

What do we do to make sure the data you collect is accurate?

- **We have provided guidance, and told schools attending UCAS events, to ensure they do not issue tickets to unintended recipients.**
- **Send the tickets to individuals directly via email** – the tickets are issued to individuals, not schools/groups, and attendees are told not to share their ticket with anyone.
- **Ensure your data is stored securely** – all ENet accounts where you download data are accessed through an online portal, which require a login and password.
- **Ensure the SmartLead app is maintained, and data is handled correctly** – the SmartLead app does not directly store all the data from your scanning activity. It will store all the barcodes, with only the individual's details appearing on the last scan you made, so you can take notes or add tags against it. We have added some additional elements for you to monitor what data has been scanned, and if data has synchronised – so you can be sure all data has reached your ENet account.
- **Where feasible (e.g. the event is at an exhibition centre with on-site parking), UCAS Events staff will provide advice to coach parties.**
- **We monitor data integrity** – our Analysis and Insights Team monitor data integrity to ensure it is accurate.

Contact us

If you have any questions about the data compliance of events, please contact:
General data compliance

E: datagovernance@ucas.ac.uk

If you have an urgent enquiry, please contact the Events Team:

E: Events@ucas.ac.uk

T: 01242 544 808