



Campus Mum – Privacy Policy

Effective date: 16 January 2026

Last reviewed: 16 January 2026

1. Introduction

Campus Mum (“we”, “us”, “our”) is a UK-based student support and concierge service providing services to individuals aged 18 and over. We are committed to protecting the privacy, dignity, and personal data of everyone we interact with, including students, parents or family members (where consent has been given), website visitors, complainants, staff, contractors, and job applicants.

This Privacy Policy explains how we collect, use, store, share, and protect personal data across our entire organisation.

This policy applies to:

- Visitors to our website and digital platforms
- Prospective and current service users
- Parents and family members (where the student has given consent)
- Individuals who contact us or make enquiries
- Complainants and individuals involved in disputes
- Employees, contractors, consultants, and volunteers
- Job applicants and recruitment candidates
- Third-party partners and suppliers where we process personal data as part of our operations

We aim to comply with all applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Who We Are

Campus Mum provides non-clinical, non-legal, and non-medical support services to adults aged 18 and over studying in the UK.

We are not a regulated healthcare provider, and we are not a regulated guardianship service for minors.



CAMPUS MUM LTD

107–111 Fleet Street, London EC4A 2AB, United Kingdom

+44 (0) 7980 008401 · contact@campusmum.com · www.campusmum.com ·

WeChat: CampusMumUK



Because we support adults, we recognise and respect student autonomy. We will only share personal information with parents or family members where the student has given valid consent, unless an emergency exception applies (see Section 8).

3. Definitions

- **Personal data:** Information relating to an identified or identifiable living individual.
- **Special category data:** Personal data requiring additional protection, such as health data.
- **Processing:** Any action taken with personal data, including collection, storage, use, sharing, or deletion.
- **Controller:** The organisation that determines how and why personal data is processed.
- **Processor:** A third party that processes data on behalf of a controller.

Unless stated otherwise, Campus Mum acts as a **data controller**.

4. Our Contact Details

For questions about this policy, your data, or to exercise your rights, contact us:

Email: contact@campusmum.com

Phone: +44 (0) 7980 008401

Web: www.campusmum.com

WeChat: CampusMumUK

Postal address:

Campus Mum Ltd
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5. What Personal Data We Collect



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We may collect and process the following categories of personal data, depending on your relationship with us.

A. Website visitors and enquiries

- Name, email address, phone number (if provided)
- Messages submitted via forms, email, or social platforms
- IP address, browser type, device information, pages visited, timestamps
- Cookie identifiers (see Cookie Policy)

B. Students (service users, aged 18+)

- Identity and contact details
- Date of birth (for age verification)
- University and course information
- Booking details and service history
- Communications with us
- Emergency contact details (if provided)
- Accommodation-related information

C. Parents/family members (with student consent)

- Contact details
- Relationship to student
- Authorised communications
- Payment and billing details

D. Payments and billing

- Billing name, address, and contact details
- Invoices and transaction records
- We do **not** store full card details.

E. Complaints, disputes, and safeguarding

- Details of complaints or disputes
- Correspondence and outcomes
- Limited wellbeing or safeguarding notes where relevant

F. Recruitment and employment

- CVs and applications
- Interview notes and references
- Right to work documentation



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- Payroll and HR records
- Emergency contact details (where provided)

Special category data

We may receive limited special category data (e.g., health or wellbeing information) where this is voluntarily provided and necessary for support. This is handled with enhanced safeguards.

6. How We Collect Personal Data

We collect personal data:

- Directly from you
- From students who consent to share parent or family details
- From third parties you ask us to liaise with
- Automatically via our website and analytics tools
- Through recruitment platforms and references

7. Our Lawful Bases for Processing

We rely on the following lawful bases:

Contract

To deliver requested services or prepare to enter a contract.

Legitimate interests

To operate, improve, secure, and manage our services.

Consent

For marketing, parent updates (for 18+ students), and optional communications.

Legal obligation

Where required by law.

Vital interests

Where necessary to protect life or prevent serious harm.

Special category data is processed only where an additional lawful condition applies.



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8. Safeguarding & Emergency Disclosures

We follow a **consent-first approach**.

We will only share a student's personal data with parents, family members, universities, or third parties where the student has given consent.

Emergency exception

We may share information without consent where we reasonably believe it is necessary to:

- Protect life
- Prevent serious harm
- Respond to an urgent welfare or safeguarding situation

In such cases, we will share the minimum necessary information and document our decision.

9. Who We Share Data With

We may share data on a need-to-know basis with:

- Accommodation providers, landlords, and agents
- Transport providers and contractors
- Universities or student services (with consent or emergency exception)
- Professional advisers (accountants, insurers, legal)
- Technology and communications providers
- Payment processors
-

We do **not** sell personal data.

10. International Transfers

Some platforms we use (including WhatsApp, WeChat, and social media) may process data outside the UK.

Where this occurs, we rely on appropriate safeguards such as contractual protections and platform security commitments.



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11. Security

We use reasonable technical and organisational measures to protect personal data, including access controls and secure systems.

No system is completely secure. If a personal data breach occurs that presents a risk, we will take legally required steps.

12. Marketing

You will only receive marketing communications where you have opted in or where another lawful basis applies.

You can unsubscribe at any time.

13. Cookies

Our website uses cookies. Full details are set out in our **Cookie Policy**.

14. Retention of Data

We retain data only for as long as necessary.

Indicative periods:

- Client/service records: up to 6 years
- Financial records: 6 years
- Complaints and disputes: 2 years (longer if serious)
- Recruitment (unsuccessful): 12 months
- Employee records: duration of employment + typically 6 years

15. Your Rights

You have rights under UK GDPR, including:

- Access
- Rectification
- Erasure
- Restriction
- Objection
- Portability



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Because students are adults, we will not provide their data to parents without consent unless legally required or in an emergency.

16. Complaints

If you have concerns, contact us first at:

contact@campusmum.com

You may also complain to the UK Information Commissioner's Office (ICO).

17. Third-Party Links

We are not responsible for third-party privacy practices.

18. Changes to This Policy

We may update this policy from time to time. Material changes will be communicated appropriately.

19. Contact

For privacy-related enquiries:

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