

UWE Card: Terms and Conditions

Owner: Facilities

Last updated: September 2015

The UWE Card is provided by the University of the West of England, Bristol (“the University”)

The following Terms and Conditions apply to the use of a UWE Card by Students and Staff (cardholder).

1. Conditions of Use

- a. The UWE Card is issued as a means of identification, as an access card for University facilities (subject to access rights being available to the card holder and to the facilities being available for use) and as an access card for Library Services. The card must remain in control of the cardholder at all times. Safeguarding and ensuring proper use of the UWE Card is the cardholder's responsibility.
- b. The card is for personal use only and is not transferable. The cardholder must not lend a UWE Card to anyone else in order to allow them to gain access to University facilities and Library services.
- c. The UWE Card should be carried at all times when on University property and must be produced at the request of University operations and security personnel.
- d. The cardholder must take all reasonable care to prevent the UWE Card being damaged, lost, stolen or misused.
- e. By accepting a UWE Card a cardholder is deemed to have accepted these Terms and Conditions or any subsequent amendments to them which will be published on the University webpages.

2. Rights of the University

- a. The UWE Card remains the property of the University at all times.
- b. The University reserves the right to withdraw from an individual, any or all of the facilities of the UWE Card or to replace the UWE Card with one or more alternatives, without prior notice. The University may demand the return of the UWE Card if it reasonably believes that the UWE Card has been misused.
- c. The University reserves the right to change the terms and conditions for the use of the UWE Card and will publish in advance these changes via the UWE Card website.

3. Lost or Stolen Cards

- a. If a UWE Card is lost or stolen, then the cardholder should immediately disable the UWE Card by contacting UWE Security on uwecard@uwe.ac.uk or by calling 0117 32 86404.
- b. A replacement UWE Card can be applied for through the online store subject to the payment of a fee. If a UWE Card has been stolen then a replacement card will be provided free of charge subject to the provision of a valid police

crime reference number. Staff will be exempt from paying for a replacement card for lost UWE Cards.

4. Problem cards

- a. Door access: If a cardholder is experiencing problems with door access then the cardholder will need to contact the UWE security office (1E20) or call 0117 32 82866 or ext. 82866 (08:00-15:30, Monday to Friday (excluding Bank Holidays) or by e-mail to uwecard@uwe.ac.uk.
- b. Library borrowing: If a cardholder is experiencing problems with access to library services then the cardholder will need to contact the library counter staff for assistance.
- c. For UWE staff, if a UWE Card is faulty, the card should be returned to the University security office (1E20) (08:00-15:30, Monday to Friday (excluding Bank Holidays)), where a free replacement will be issued. If the UWE Card is deemed to be faulty as a result of misuse / damage then a replacement charge may be applied at the discretion of the security office staff.
- d. For UWE students: if a UWE Card is faulty the card should be taken to any Information Point where a free replacement will be issued. If the UW Card is deemed to be faulty as a result of misuse / damage then a replacement charge may be applied at the discretion of the Information Point staff.
- e. All reasonable precautions must be taken by cardholders to prevent loss or damage to their UWE Card, including tampering, defacing or misusing the UWE Card in any way.

5. Leaving the University

- a. Students: If a student withdraws from the University prior to the scheduled end of a course, the student must surrender the UWE Card to the security office (1E20) (08:00-15:30, Monday to Friday (excluding Bank Holidays)).
- b. Staff: When a member of staff leaves the University he or she should return the UWE Card to the security office (1E20) (08:00-15:30, Monday to Friday (excluding Bank Holidays)).
- c. Where a student or member of staff leaves the University his or her UWE Card will be disabled for access to facilities and libraries from the date of leaving.

6. Data Protection

- a. 1998 Data Protection Act, Consent to Process Personal Information
- b. The personal information collected for use within UWE Card services will be processed by the University in accordance with the terms and conditions of the 1998 Data Protection Act. The University will hold your data securely and not make it available to any third party unless permitted or required to do so by law. The cardholder's information will be used as follows:
 - i. The University will only collect information for use on UWE Card systems that it believes to be relevant and required to process UWE Card information.

- ii. The University may pass on cardholder information to third party companies who are involved in providing University systems and ensuring UWE Card services are maintained as permitted by law.
 - iii. The University aims to maintain cardholder information and keep it up-to-date.
 - iv. UWE Card systems will follow existing University policies on the retention of personal information.
 - v. By clicking the continue button when adding credit to a UWE Card account, it is understood that the cardholder has read and agreed with the University processing my personal information as described above.
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- c. The information held for the UWE Card will only be used by the University to confirm the holder as a member or employee of the University and to provide identification and appropriate door access and associated services.
 - d. In the event of a dispute, the University may rely fully on the data held on the UWE Card or associated account and related hardware as conclusive evidence of transaction history.
 - e. The University may also rely on any data on the UWE Card as conclusive evidence of the matters recorded in it and that the transactions described by them actually occurred.