



Robinson College Web User Privacy Notice

Use of your personal information

Robinson College is committed to the proper management of personal data.

What information do we collect?

We collect background information about you when you use our website, including your IP address, date and time of connection, and the pages you visit. We also employ cookies on our websites. The legal basis for processing your personal information is that it is in our legitimate interests to provide and monitor the usefulness of our website and to ensure it is kept secure.

In addition, we ask for specific personal information from you for the services outlined on the website. When you create an account, we ask you to provide your: name, e-mail address, CRSID (If a member of the University of Cambridge), telephone number, organisation name, address, not-for-profit status, credit card information. The legal basis for processing your personal information is that it is necessary in order for you to enter into a contract to provide the stated services to you.

What do we use your information for?

To provide information relating to Robinson College via the website and to provide you with the following services:

- Online booking for College events
- Online Robinson merchandise store
- Online booking through Robinson College conference delegate management system
- Online viewing of application documents received by us
- Feedback Forms
- Accident Report Forms
- Meal Booking Website <https://meal.robinson.cam.ac.uk/>
- Bed and Breakfast Booking Website Bookings <http://kinetic.robinson.cam.ac.uk>

To provide these range of services, we may use your data in the following ways:

- A. Maintaining clear contact information for the booking, provision and payment of services.
We will hold your name, address, email address, phone number and other relevant contact details you provide to us, and will use this information to maintain contact with you to provide your requested services, manage their delivery and bill you for them. We retain relevant information in our events records for seven years (statutory requirements in respect of financial data) after the most recent visit or event you attend. If you are a member of the College (including if you are a former student), we will provide our Development Office with your contact details in order for them to update their records, if you are happy for us to do this.
- B. Providing you with necessary and preferred services.
Where relevant, we will also collect data for the provision of services, your reason(s) for attending the event, your nationality and passport details, your car registration, your credit or debit card information and/or any service preferences you request specifically (e.g. room type, dietary requirements, amenities requested). This may include you providing sensitive personal information. We will retain this information for seven years.
- C. Providing you with details about future College events.
While we retain your contact information, we will contact you about future College events we believe may be of interest to you.
- D. Fulfilling our legal obligations.



The College is required to keep for 12 months the names and nationalities of all those staying in accommodation. In the case of nationals outside of the UK, Republic of Ireland and the Commonwealth, we must also keep a record of your passport details and next destination. The College is also required to keep details relating to any financial transaction for a period of seven years.

- E. To send you communications required by law or which are necessary to inform you about our changes to the services we provide you.
For example, updates to this Privacy Notice, and legally required information relating to your orders and bookings. These service messages will not include any promotional content and do not require prior consent when sent by us. If we do not use your personal data for these purposes, we would be unable to comply with our legal obligations.
- F. To display the most relevant content to you on our websites
We'll use data about your usage of our website. We do so on the basis of your consent for our website to place cookies or similar technology on your device.
- G. To develop, test and improve the systems, services we provide to you. We'll do this on the basis of our legitimate interests.
- H. To comply with our contractual or legal obligations to share data with law enforcement.

The College sets out its data retention policies in its Records Retention Schedule, which is available by contacting the CDPL.

How do we protect your information?

We implement a variety of security measures to maintain the safety of your personal information when you open an account or make a booking.

Data retained by the College is kept on secure servers and shared only with staff that are directly involved with the running of the associated services. Account data as described above is held for a period of seven years from creation and then permanently deleted.

Do we disclose any information to outside parties?

We use a third party service, Google Analytics, to collect standard internet log information and details of your visitor behaviour patterns. We do this to find out, for example, the number of visitors to each page of our website.

Their data protection statement can be accessed at <https://privacy.google.com/businesses/compliance/>

Payment and personal information is processed by Secure Hosting by Monek for the purpose of taking credit card payments for services, who are a PCI:DSS Level 1 compliant company, and monitored by an independent Qualified Security Assessor. Their data protection statement can be accessed at <https://monek.com/gdpr-docs/>

We do not sell, trade, or otherwise transfer to outside parties your personal information. This does not include trusted third parties who assist us as noted above in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

Your rights

You have the right: to ask us for access to, rectification or erasure of your information; to restrict



processing (pending correction or deletion); to object to communications or direct marketing; and to ask for the transfer of your information electronically to a third party (data portability). Some of these rights are not automatic, and we reserve the right to discuss with you why we might not comply with a request from you to exercise them.

You retain the right at all times to lodge a complaint about our management of your personal information with the Information Commissioner's Office at Wycliffe House, Water Lane, Wilmslow, SK9 5AF (<https://ico.org.uk/>).

Contact

The controller for your personal information is Robinson College, Grange Road, Cambridge CB3 9AN. The person responsible for data protection at the time of issue, and the person who is responsible for monitoring compliance with relevant legislation in relation to the protection of personal information, is the College Data Protection Lead (CDPL), (College Steward, Nick Milne, data.protection@robinson.cam.ac.uk). Please contact us if you have any questions about this statement or how we manage your personal data.

Issued: 24th May 2018
Nick Milne, College Steward
Dave Johnstone, IT Manager