



## Robinson College Visitors and Guests Privacy Notice

### How we use your personal information

This statement explains how Robinson College (“we” and “our”) handles and uses information we collect about visitors, guests and attendees of the College (“you” and “your”), for events and other reasons. In broad terms, we use your information to manage your visit or the event(s) you are attending, including dinners and accommodation and other needs requested by you, as well as to maintain our records of previous, current and future attendees for events management for the College.

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, (Nick Milne, College Steward, [data.protection@robinson.cam.ac.uk](mailto:data.protection@robinson.cam.ac.uk)).

The legal basis for processing your personal information is that it is necessary in order for you to enter into a contract to provide facilities and resources to you. In many cases, you will be providing the personal information to us alongside consent for us to use that information to provide for your needs or otherwise to provide you with an improved service while you are at the College. We will retain your information for the periods stated below unless or until you request us to do otherwise.

### We collect and process your personal information for the following purposes

- 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, providing you have given us explicit consent to do so. Consent may be withdrawn at any time.*

- 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.*

If you have concerns or queries about any of these purposes, or how we communicate with you, please contact us at the address given above.



## Who we share your data with

- When you make your own accommodation or event booking associated with a conference/event through our Web B&B site or our Delegate Management System, we may also share your data with the event organiser.
- Additionally, in making your payment through these systems, your credit/debit card details are shared with our card handling agent Secure Hosting in order that the payment can be processed. We do not retain your card details as part of these transactions – they are stored by Secure Hosting <https://www.securehosting.com>

We use online third party services as follows:

- Our booking system provider Kinetic Solutions Ltd which has remote access permissions to our system and therefore access to the data contained therein has published the following privacy policy <https://www.kineticsolutions.co.uk/privacy-policy?hsCtaTracking=40827e65-b5e8-4428-a6a1-7172e1951a39%7C43140f9a-0dd2-4b9f-97cd-c9b11792d2ab>
- Our EPOS system provider Accurate Solutions Ltd which has remote access permissions to our system and therefore access to the data contained therein has published the following privacy policy
- Third party mailing agencies for online marketing and or research purposes including but not limited to those listed below, each of which has published a privacy notice as shown:
  - MailChimp - <https://mailchimp.com/legal/privacy/>
  - SurveyMonkey - [https://www.surveymonkey.com/mp/gdpr/?ut\\_source=footer](https://www.surveymonkey.com/mp/gdpr/?ut_source=footer)
  - VEBack - [http://www.venueexperience.co.uk/privacy\\_policy.html](http://www.venueexperience.co.uk/privacy_policy.html),

We also operate CCTV on our estate, which will capture footage. Our CCTV policy can be viewed at [http://www.robinson.cam.ac.uk/sites/production.robinson.cam.ac.uk/files/siteassets/college\\_life/Robinson%20CCTV%20Policy%202017.pdf](http://www.robinson.cam.ac.uk/sites/production.robinson.cam.ac.uk/files/siteassets/college_life/Robinson%20CCTV%20Policy%202017.pdf).

## 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 <https://ico.org.uk/concerns/>.

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*Nick Milne, College Steward*  
*Alexis Moreau, Conference & Catering Manager*  
*Keisha Sharpe, Accommodation Officer*