

# Use of your personal information

## *Users of the College's website*

Clare Hall is committed to the proper management of personal data.

This statement explains how Clare Hall (“the College”, “we” and “our”) handles and uses information we collect when you visit the College website – [www.clarehall@cam.ac.uk](mailto:www.clarehall@cam.ac.uk)

### **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 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. If you create an account or complete a booking or feedback form, 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?**

Accommodation requests

Events

Donations

News items

Service improvement relating to the College website, accommodation, catering, events and any other improvements made as a result of feedback

Where you engage with the College for another purpose (e.g. as a prospective or current student, as a previous student, as a member of the College or as a visitor to the College), there are other data protection statements to explain our management of your personal information – see <https://www.clarehall.cam.ac.uk/data-protection-information>

Where you enter your personal information into an online form for any specified purpose, you will be told about the use we will make of that information (e.g. to send you newsletters or to enable your attendance at an event).

### **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 above services. Account data as described above is held for a period of six years from creation and then permanently deleted.

### **Do we disclose any information to outside parties?**

Event booking data is processed by Eventbrite for Clare Hall Events.

Their data protection statement can be accessed at

[https://www.eventbrite.co.uk/support/articles/en\\_US/Troubleshooting/eventbrite-privacy-policy?lg=en\\_GB](https://www.eventbrite.co.uk/support/articles/en_US/Troubleshooting/eventbrite-privacy-policy?lg=en_GB)

Donation form data is processed by Blackbaud Merchant Services for donations made to Clare Hall.

Their data protection statement can be accessed at <https://www.blackbaud.com/security>

Formal Hall booking data is processed by [www.Upaychilli.com](http://www.Upaychilli.com) for Formal Hall reservations.

Their data protection statement can be accessed at <https://www.upaychilli.com/>

Donation form data is shared with the University of Cambridge for constituent contact purposes.

Their data protection statement can be accessed at <https://www.information-compliance.admin.cam.ac.uk/data-protection>

Donation form data is shared with Cambridge in America for donation purposes.

Their data protection statement can be accessed at <http://www.cantab.org/about-us/privacy-policy>

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.

The legal basis for processing your personal data is that it is necessary for the purposes of our legitimate interests, where we have concluded that our interests do not impact inappropriately on your fundamental rights and freedoms. You may ask us to explain our rationale at any time.

We collect and process your personal information for operating and improving our webpages, analysing their use and ensuring the security of our website.

*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.*

*We also collect the request made by your browser to the server hosting the website which includes the IP address, the date and time of connection and the page you ask for. We use this information to ensure the security of our websites and we delete it after a maximum of 3 months.*

*We may use and disclose it as necessary in the event of a security concern or incident. For more technical details please see <https://www.uis.cam.ac.uk/privacy-policies-for-uis-services>.*

For information about how we use cookies on our websites, please see <https://www.clarehall.cam.ac.uk/cookies-policy>

If you have concerns or queries about any of the above, please contact us at the address given above.

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/>



# CLARE HALL CAMBRIDGE

The controller for your personal data is Clare Hall, Herschel Road, Cambridge CB3 9AJ.

The Data Protection Officer for the College is the Office of Intercollegiate Services Ltd [12B King's Parade, Cambridge; 01223 768745; [college.dpo@ois.cam.ac.uk](mailto:college.dpo@ois.cam.ac.uk)]; OIS Ltd. should be contacted if you have any concerns about how the College is managing your personal information, or if you require advice on how to exercise your rights as outlined in this statement.

The person within the College otherwise 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 data, is the Bursar, [dpo@clarehall.cam.ac.uk](mailto:dpo@clarehall.cam.ac.uk)

*Last updated: 09/06/18*