

How we use your personal information

-- *Non Lucy Cavendish accommodation users*

This statement explains how Lucy Cavendish College (“we” and “our”) handles and uses information we collect about Non Lucy Cavendish accommodation users (“you” and “your”) staying in Lucy Cavendish accommodation. In broad terms, we use your information to manage your stay including use of the accommodation and other facilities as well as to maintain our records for management of previous, current and future residents of the College.

The controller for your personal data is Lucy Cavendish College, Lady Margaret Road, Cambridge, CB3 0BU. 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]: 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 Registrar, Alison Vinnicombe, dataprotection@lucy.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 accommodation 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 residing in College accommodation. 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 accommodation records for five years after the most recent stay. 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 requesting accommodation, your nationality and passport details, your car registration, your status at the University of Cambridge, your financial information and/or any service preferences you request specifically. This may include you providing sensitive personal information. We will not retain this information for any longer than necessary for the provision of the accommodation, which might require you to provide it on successive occasions.



C. 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.

We also operate CCTV on our College sites which will capture footage. Our CCTV policy can be viewed at <http://www.lucy.cam.ac.uk/about-us/gdpr-policies/>

We do not share personal information with third parties. 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.

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/>

*Last updated: April 2023
Christine Houghton*