

St John's College, Cambridge, Data Protection Statement: Summer Bed and Breakfast customers

The Data Controller is St John's College Cambridge. 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 College's Data Protection Lead, St John's College, Cambridge, CB2 1TP; dataprotection@joh.cam.ac.uk.

What data are processed, and why?

The College holds booking details for customers reserving bed and breakfast rooms on College premises during the summer long vacation (July, August, September), including the customer name, contact details, rooms booked, payments made and owing, and nights reserved. We do so in order to perform, efficiently and to their satisfaction, a contract to which the data subject (the customer) is a party. Such data are essential to the performance of our contract with the bed and breakfast customer.

Where does the data come from?

The personal data held are those supplied by the bed and breakfast customer at the time of booking, together with any further requirements or instructions that the customer supplies to the College.

Sharing with Third Parties

Bookings are made externally on a commercial system. A subset of data is thereafter stored on the College's Kx system and accessed by more than one College department, particularly the Accommodation and Bookings Office, the Porters, the Catering Department, and through the SAGE accounting system in the Finance Office. We do not pass personal data acquired from bed and breakfast customers to any further third party. We do not pass any personal data collected to this end outside the European Economic Area.

Retention of data

Personal data are retained in order to address any matters arising from a visit, and to comply with wider legal financial obligations. Data acquired for this purpose will be retained by the Porters from the point at which it is provided by the bed and breakfast customer until twelve months after the final night of the visit (unless an accident or incident reporting form has been generated, which will be kept for three years); by the Accommodation & Bookings office on email for three years after the end of the current year, and the name, booking date and arrival date will be retained for a minimum of seven years by the Finance Office. Data stored on the Kx system (residential and catering) is at present stored permanently until a new arrangement can be made with Kx.

Rights of the Data Subject

Bed and breakfast customers as data subjects have the right: to ask us for access to, rectification or erasure of their personal information; to restrict processing (pending correction or deletion); to object to communications; and to ask for the transfer of their personal information electronically to a third party (data portability).

Some of these rights are not automatic, and St John's College reserves the right to discuss with the customer why we might not comply with a request to exercise them.

If bed and breakfast customers have questions or concerns about their personal information, or how it used, they are asked to speak to the relevant College staff or Head of Department in the first instance, for example to the Accommodation and Bookings Office team. If they need further guidance, they should contact the College Data Protection Lead using the details given above.

If customers remain unhappy with the way their information is being handled, or with the response received from us, they have the right to lodge a complaint with the Information Commissioner's Office at Wycliffe House, Water Lane, Wilmslow, SK9 5AF (<https://ico.org.uk/>).

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