

St John's College, Cambridge, Privacy Notice: Data Processed within the Catering and Hospitality Department

This statement explains how the Catering Department of St John's College ("we" and "our") handles and uses information we collect about visitors, guests, those attending catered events in the College, and event organisers ("you" and "yours"). In broad terms, we use your information to manage your visit or the event(s) you are attending or are hosting for you or otherwise providing facilities, including dinners and accommodation and other needs requested by you, as well as to maintain our records of previous and current attendees for events management for the College.

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 Data Protection Lead, St John's College, Cambridge, CB2 1TP; 01223 338631; dataprotection@joh.cam.ac.uk.

This statement should be read in conjunction with the separate statement for website users: <https://www.joh.cam.ac.uk/privacy>

What data are processed, and why?

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.

A. Maintaining clear contact information for the booking, provision and payment 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.

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 (eg. room type, dietary requirements, amenities requested). This may include you providing special category

personal data, which for dietary requirements is processed on the basis of explicit consent. Where this data is provided by an event organiser, we will assume that they have obtained your consent for the data to be shared with us.

C. Fulfilling our legal obligations

The College is required to record the names and nationalities of all those staying in accommodation and in the case of nationals outside of the UK, Republic of Ireland and Commonwealth we must also keep a record of your passport details and next destination.

We also operate CCTV on site which will capture footage. A separate Privacy Notice applies to this data, and can be found on the College website (<https://www.joh.cam.ac.uk/data-protection-information>).

Where does the data come from?

The personal data held are those supplied by the data subject or event organiser 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. We do not share personal information with third parties.

Retention of data

We retain relevant information in our events records for seven years after the most recent visit or event you attend or which we have hosted for you. 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 give permission for us to do so.

We will not retain special category data for any longer than necessary for the provision of the specific event or visit, which might require you to provide it on successive occasions.

Names and nationalities, passport details and next destinations are retained for twelve months. The College is also required to keep details relating to any financial transaction for a period of seven years.

Rights of the Data Subject

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.

If you have concerns or questions your personal data, or how it is used, in the first instance please contact the Events and Hospitality Manager, events@joh.cam.ac.uk or Catering Manager, catering@joh.cam.ac.uk

If you have concerns about how we communicate with you, please contact us at the addresses given above.

You retain the right at all times to raise issues with the College Data Protection Lead, or with the Information Commissioner's Office at <https://ico.org.uk>

If you remain unhappy with the way their information is being handled, or with the response received from us, you 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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