



St Chad's College

Durham

Privacy Notice for Retail Customers

St Chad's College is committed to protecting your personal information. St Chad's is a recognised College of Durham University and has a Data Sharing Agreement with the University. St Chad's College follows the data protection, records management and information security policies of Durham University (see: <https://www.dur.ac.uk/ig/>).

Most of the information stored will have been obtained directly from you; some of the data may have been obtained from publicly available sources. All data are held securely and in accordance with the Data Protection Act 1998, the General Data Protection Regulation, and the Data Protection Act 2018.

Data Controller

The Data Controller is St Chad's College. If you would like more information about how the College uses your personal data, please see the College's Official Documents webpage – <https://www.stchads.ac.uk/about/documents/> or contact:

Dr Victoria Brown, Vice Principal and Data Protection Manager
Telephone: (0191 33) 43345
E-mail: victoria.h.brown@durham.ac.uk

Data Protection Officer

The Data Protection Officer is responsible for advising the College on compliance with Data Protection legislation and monitoring its performance against it. If you have any concerns regarding the way in which the College is processing your personal data, please contact the Data Protection Officer:

Andrew Ladd, email: info.access@durham.ac.uk

How personal data is stored

Data is held in proprietary databases with access limited to those members of College Staff required to deliver products or services.

How personal data is processed

Your data will be processed in line with the delivery of your products or services, to collect feedback from your products or services or to request details for future products or services.

Type(s) of personal data collected and held and method of collection

St Chad's College will collect and store data required to deliver your product or service enquiry or purchase. This will include your Contact Details (name, address, telephone number, email address). It will also include the contact details (name, address, telephone number, email address) for any other recipient of products or services you advise St Chad's College staff. St Chad's College will also collect and store other personal information required to deliver the correct products or services. This information will be collected by telephone, email, letter, paper form, online form or face to face discussion.

Lawful Basis

When processing your personal data, the College relies on legitimate Interests to allow delivery of products or services.

Who the College shares personal data with

The College will share your information with Durham University staff required to deliver products or services. The College will also share your information where necessary with third party contractors working at Durham University providing products or services.

Your rights in relation to your personal data

Privacy notices and/or consent

You have the right to be provided with information about how and why we process your personal data. Where you have the choice to determine how your personal data will be used, we will ask you for consent. Where you do not have a choice (for example, where we have a legal obligation to process the personal data), we will provide you with a privacy notice. A privacy notice is a verbal or written statement that explains how we use personal data.

Whenever you give your consent for the processing of your personal data, you receive the right to withdraw that consent at any time. Where withdrawal of consent will have an impact on the services we are able to provide, this will be explained to you, so that you can determine whether it is the right decision for you.

Accessing your personal data

You have the right to be told whether we are processing your personal data and, if so, to be given a copy of it. This is known as the right of subject access. You can find out more about this by emailing victoria.h.brown@durham.ac.uk.

Right to rectification

If you believe that personal data we hold about you is inaccurate, please contact us and we will investigate. You can also request that we complete any incomplete data.

Once we have determined what we are going to do, we will contact you to let you know.

Right to erasure

You can ask us to erase your personal data in any of the following circumstances:

- We no longer need the personal data for the purpose it was originally collected;
- You withdraw your consent and there is no other legal basis for the processing;
- You object to the processing and there are no overriding legitimate grounds for the processing;
- The personal data have been unlawfully processed;
- The personal data have to be erased for compliance with a legal obligation.

The personal data have been collected in relation to the offer of information society services (information society services are online services such as banking or social media sites).

Once we have determined whether we will erase the personal data, we will contact you to let you know.

Right to restriction of processing

You can ask us to restrict the processing of your personal data in the following circumstances:

- You believe that the data is inaccurate and you want us to restrict processing until we determine whether it is indeed inaccurate;
- The processing is unlawful and you want us to restrict processing rather than erase it;
- We no longer need the data for the purpose we originally collected it but you need it in order to establish, exercise or defend a legal claim, and
- You have objected to the processing and you want us to restrict processing until we determine whether our legitimate interests in processing the data override your objection.

Once we have determined how we propose to restrict processing of the data, we will contact you to discuss and, where possible, agree this with you.

Visitors to our websites/webpages

When someone visits www.durham.ac.uk we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be transparent about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

Use of cookies

A cookie is a simple text file that is stored on your computer or mobile device by a website's server and only that server will be able to retrieve or read the contents of that cookie. Cookies allow websites to remember user preferences, choices and selections, such as what's in your shopping basket. St Chad's College will also make use of the Google Analytics service to understand how you navigate around our site.

St Chad's College does not use cookies to collect personal information about you.

Retention

The College keeps personal data for as long as it is needed for the purpose for which it was originally collected. Most of these time periods are set out in the University Records Retention Schedule.

How to object to the processing of your personal data

Please contact victoria.h.brown@durham.ac.uk or 0191 33 43345.

Changes to this privacy notice

We keep our privacy notice under annual review.

Further Information

If you have any questions which you feel have not been covered by this Privacy Notice, please do not hesitate to email us or write to our Data Protection Manager (details above).

Making a complaint

If you are unsatisfied with the way in which we process your personal data, we ask that you let us know so that we can try and put things right. If we are not able to resolve issues to your satisfaction, you can refer the matter to the Information Commissioner's Office (ICO).

The ICO can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 0303 123 1113
Website: <https://ico.org.uk/>