

Commercial Services Privacy Notice

Suffolk New College is proud to provide a range of Commercial Services to the general public including sports, dining, beauty therapy, and as a venue for events and meetings. To deliver these services, we will collect personal information and we are required to ensure that you are aware of how your information will be used.

What is ‘personal information’?

‘Personal information’ means any information which relates to or identifies you as an individual.

Who will process my personal information?

The information provided here applies to the use, sharing and disclosure of your personal information by Suffolk New College (www.suffolk.ac.uk). The College’s Data Protection Officer is Rebecca Witt, Head of Governance.

What personal information will be processed?

At a minimum, we will require your name, contact information, and your credit/debit or other payment information.

We may collect additional information, such as allergies, disability, or other health-related information.

You may also wish to share personal information with the College to better suite your service – for example, you may have specific religious dietary requirements.

What is the purpose and legal basis of the processing?

We will process your personal information in order to:

- Arrange and manage any bookings you make.
- Process your payments, including checks to ensure validity of payment methods.
- Contact you in regard to your booking and the service you have requested.
- If you provide your consent, we will use your contact email/text address to contact you about developments, offers and promotions of the service at the College.
- Maintain the health and safety of individuals during their use of college services.
- Cater for any additional requirements of the service such as dietary restrictions.
- Make it easier for you to make a future booking by retaining your contact details for a set period of time

The College therefore uses personal data in order to deliver a contract of service to you; or to comply with a legal requirement; or may use your consent; and also, may have a legitimate interest which is lawful to process your personal information.

Who will my personal information be shared with?

We will only share your personal information as necessary with internal College staff and supervised students undertaking training courses, suppliers and vendors required to deliver the service that you have requested, and other parties necessary to conduct payment checks and processing.

How can I access my personal information?

To make a request to access personal information, please contact the College's Designated Data Controller via this email dataprotection@suffolk.ac.uk

How long is my information kept?

We will store your personal information for as long as necessary in order to:

- Deliver the service you have requested.
- Comply with legal requirements pertaining to the retention of records, including financial regulations with regard to payments.
- Make it easier for you to make future bookings or use of the service, by retaining your contact details for a period of up to 24 months, subject to your consent, or with your ability to opt-out and have your information removed at any time.

The College maintains a full list of information categories and how long each is kept for which is available upon request.

Who can I contact if I have any queries about the information held?

Each service point will have a manager or supervisor who can be queried.

Alternatively, you can also contact the College's Designated Data Controller via this email address dataprotection@suffolk.ac.uk

Will my data be transferred outside of the EEA (European Economic Area)?

The College does not in the normal course of operation transfer data outside of the EEA, although where we make use of cloud services such as Microsoft or Google, we ensure that the companies involved provide GDPR compliance contract clauses or follow equivalent standards. The College will follow government guidelines as regulations change following the end of UK membership of the EU and its impact on Data Protection regulation.

Will my data be subjected to automated decision-making?

The College does not currently rely on any automated decision-making on personal data that affects learning or personnel outcomes. The result of any automatic processing of this type of data is only used to inform human decision-making.

This includes reviewing performance, absence, examinations and assessments, etc.

However, we are required to perform automated checking of certain activities for security/safeguarding and acceptable use purposes, such as internet surfing and scanning email to protect the College and its users from unsuitable or illegal content and computer malware and viruses.

In these circumstances, as speed is critical, the automated action of the security/scanning software is accepted. However, appeals can be made to IT Services to unblock websites or create exceptions if there are legitimate reasons approved by senior management.

What if I want to withdraw my consent?

In the limited circumstances where the College uses your consent as the legal basis for collecting and processing data, you have the right to withdraw consent at any time. Please send an email requests/questions about consent to [**dataprotection@suffolk.ac.uk**](mailto:dataprotection@suffolk.ac.uk)

How do I complain?

If you are unhappy with how your information has been processed, please send an email to [**dataprotection@suffolk.ac.uk**](mailto:dataprotection@suffolk.ac.uk). We will process the complaint in accordance with the College's internal Complaints Procedure and direct your complaint onto the College's Designated Data Controller, Mary Gleave, Deputy CEO as necessary.

You can also refer to the UK Information Commissioners Office (ICO) for guidance and information about your Personal Data Protection rights and how to exercise them by following this link: [**https://ico.org.uk**](https://ico.org.uk)