

Privacy Policy

Here at the University of Strathclyde we take your privacy seriously. This policy outlines how we look after your personal data when you interact with our Summer Accommodation team.

The policy isn't too long, but it is important, so please take some time to read it through before you provide us with information.

The Policy is subject to change and since any changes will be highlighted on this page, we recommend that you check the Privacy Policy each time you visit this site. Where an update will materially change the way in which we collect or use your personal data, we will send a notice of the changes to all of our clients.

The policy was last updated on 27th April 2018.

Who we are

Summer Accommodation sits within the Directorate of Estates at the University of Strathclyde. The University is the Data Controller under data protection legislation.

You can email any questions to the University's Data Protection Officer at dataprotection@strath.ac.uk

You can also make a complaint to the Information Commissioners Office (ICO), but we would be grateful for the opportunity to address any concerns you might have in the first instance.

The data we collect

Your personal data is anything which can identify you as a person, not data which has been anonymised.

We may process (i.e. collect, store or use) data about you such as:

- **Your identity**
- **Your contact details:** your organisation, postal address, email address and telephone numbers
- **Other personal information:** which helps us to ensure your experience when living in Strathclyde Accommodation is comfortable and enjoyable.

How we collect data

We mostly collect personal data when you ask us to provide you with a product or service, i.e. when you:

- **Enquire** about our services or accommodation
- **Register** an interest in reserving accommodation with us
- **Provide** us with feedback on our venues or services
- **Send** us an enquiry through our webpages or social media accounts

How we use your personal data

In general, we use your personal data:

- To manage the **contract** you are entering into with us
- Where it is necessary for our **legitimate interests**
- To comply with **legal or regulatory requirements**

The **activities** which will require us to process your data include:

- Registering you as an enquirer, a client or delegate
- Providing you with services as the organiser of an event in relation to our accommodation
- Providing you with information about our accommodation or other services you have enquired about
- Managing and collecting payments
- Notifying you of changes to our services, terms and conditions or policies:
- Asking you for feedback
- Administering our website

Data security and retention

We have put in place physical and electronic security measures to prevent the accidental loss, destruction or unauthorised use of your personal data.

We do not retain your personal information in an identifiable format for longer than necessary

If we have **established a relationship** with you (i.e.) you have contracted to live in one of our summer residences or to use other services we provide), we hold your personal information for 6 years from the date that your event took place, or that you used our services.

Where we have obtained your personal information following an **enquiry about our accommodation** or other services hosted by the University, we will hold your personal information for 2 years from the date we collect the information or the event takes place, unless during that period we form a relationship with you e.g. you contract to host an event in one of our venues, or to use one of our services. We hold this information for this period to give us an opportunity to form a relationship with you.

The only exceptions to the periods mentioned above:

- We are legally required to hold your personal information for a longer period, or delete it sooner, or;
- You exercise your right to have the information **erased** (where it applies) and we do not need to hold it in connections with any of the reasons permitted or required under the law

We may disclose your personal information to third parties without obtaining further consent from you including:

If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our Website terms and conditions and other agreements: or to protect our rights, property or safety of our employees, our customers or others.

We will never share your data with third parties for the purposes of marketing.



Your Legal Rights:

You have a right to:

- **Request access** to your personal data. This enable you the receive a copy of the personal data we hold about you and to check that we are processing it lawfully;
- **Request correction** of the personal data that we hold about you;
- **Request Erasure** of your personal data, if you consider that there is no lawful reason for us to continue processing that information;
- **Object to processing** if you feel that your legitimate interests outweigh those of the University;
- **Request restriction of processing** – you may ask us to suspend processing your personal data to establish its accuracy, to defend a legal claim, where we need to verify our legitimate interests or you require the data but we would otherwise delete it.
- **Request transfer** of your personal data this is stored in a structured data file (in a commonly used and machine readable format);
- **Withdraw consent** where we are relying on this as the legal basis to process your personal data

You can exercise your rights and or manage your information by contacting us:

Summer Accommodation Team

Village Office

1 Weaver Street

Glasgow

G4 0NG

Summer-visitior-bookings@strath.ac.uk

0141 548 2434

If you have any specific data protection concerns or a complaint, you can address it to the University's Data Protection Officer at dataprotection@strath.ac.uk

