

Data Protection Policy College Visitors and Guests

How we use your personal information

This statement explains how King's College ("we" and "our") handles and uses information we collect about visitors, those purchasing a Resident's card, guests and attendees of the College ("you" and "your"), for events and other reasons such as group admissions. In broad terms, we use your information to manage your visit or the event(s) you are attending, and other needs requested by you, as well as to maintain our records of previous, current and future attendees for events management for the College.

The controller for your personal data is King's College, King's Parade, Cambridge, CB2 1ST. The Data Protection Officer for the College is the Office of Intercollegiate Services Ltd (ISL), 64 Bridge Street, Cambridge CB2 1UR; 01223 768745; college.dpo@ois.cam.ac.uk. ISL 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 Freedom of Information Officer, foi@kings.cam.ac.uk.

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.

We collect and process your personal information for the following purposes:

- A. maintaining clear contact information for the booking, provision and payment of goods and services. These services include: a) purchasing admission tickets for groups (online, by email or telephone) and individuals (online and with Gift Aid) b) purchasing a Resident's card (online or face to face) c) purchasing tickets from the King's College Box Office (online, by telephone or face to face) d) purchasing goods for sale.

We will hold your name, address, email address, phone number and other relevant contact details you provide to us, together with credit/debit card details and will use this information to maintain contact with you to provide your requested services, manage their delivery and bill you for them.

Please see our Data Protection Policy – Web Users for information held by the EPOS system for tickets and goods purchased on-line. Also see our Data Protection Policy - While on the Premises for information held about anyone who is present on the Colleges site.

Document Type	Information Held	Retention Period
Admission tickets – individuals	Credit/debit card details	7 years for financial purposes

<i>Admission tickets – individuals, Gift Aid in Visitor Centre</i>	<i>Name, address</i>	<i>While current</i>
<i>Admission tickets - groups</i>	<i>Credit/debit card details (if pre-paid) Name, address, phone number, email</i>	<i>7 years for financial purposes In Outlook email for 2 years after last contact</i>
<i>Residents card</i>	<i>Name, address, phone number, email Passport photo</i>	<i>Paper copies confidentially shredded once uploaded onto EPOS system</i>
<i>Box Office</i>	<i>Name, address, phone number, email Credit/debit card details</i>	<i>Paper copies confidentially shredded once uploaded onto EPOS system 7 years for financial purposes</i>

- B. providing you with necessary and preferred services. In order to provide Resident's card passes, we will also collect a passport size photo (see above). For group admissions we will also collect data on size of group, age of participants, any special access requirements and nationality. This data is kept for two years after last contact.
- C. providing you with details about future College events.

While we retain your contact information, we will contact you about future College events we believe may be of interest to you, providing you have given us explicit consent to do so. Consent may be withdrawn at any time.

We share personal information with third parties:- 1) in order to process credit/debit card payments and 2) in order to process via our EPOS system. If you have concerns or queries about any of these purposes, or how we communicate with you, please contact us at the address given above.

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.

You retain the right at all times to lodge a complaint about our management of your personal information with the Information Commissioner's Office at <https://ico.org.uk/concerns/> .

Document Details		
Responsible Officer	First Bursar	
Original Date	2018/05/15	
Next Review Date	April 2026	
Version Control		
Version No.	Approval Date	Change Description
1	2018/05/15	Original approval
2	2019/01/22	Added reference to new privacy policy for 'while on the premises', deleted mention of CCTV (it is in that policy), deleted material duplicated in the online privacy policy, formatting changes, and added retention period at section B. Approved by First Bursar on behalf of Council.
3	2024/04/30	Transfer of existing policy to pro-forma
3.1		Updated DPO address and company name