



Richmond Upon Thames Privacy Notice for the General Public

This notice covers:

- visitors to the College
- suppliers to the College

In each case, you have certain rights, including how to get a copy of your data, how to get it corrected or deleted, and how to complain. These rights are set out in more detail below.

Please note that on occasions we may process “special categories” of information about you. This is information revealing racial or ethnic origin, political opinions, religious or philosophical beliefs or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person’s sex life or sexual orientation.

Visitors to the College

The information we collect about you and why we collect it

As part of your visit to the College we store and use your personal details and information about your visit for the purposes of managing and operating the College. As a visitor (or contractor) you will be required to sign in at our reception, even if you are coming to a pre-arranged meeting. Your name, Company and vehicle registration will be recorded to enable a visitor/contractor pass to be issued. The information is used for safety and security.

We use CCTV at our buildings for the purposes of crime prevention, security and health and safety and, accordingly, will capture imagery of visitors to the College.

If there is an accident or incident on College premises, we are required to collate and record details, in accordance with duties set out under the Health and Safety at Works Act. The detail required will be name, address and contact number. If there is an accident, further detail may be required to enable first aid to be administered by College staff. This could include outline detail of a medical condition, name or contact for a parent, guardian or carer. The College accident and incident recording system is part of our health, Safety and Wellbeing procedures under our H&S Policy.

The legal basis on which we collect and use your personal information

Except in the circumstances highlighted below, we process this information on the basis of our legitimate interests:

We have a legitimate interest in wishing to interact with you to manage and operate effectively our College and to ensure that the College is safe and secure for all persons visiting; and to be able to do so, we need to understand details of who is in the building and to be able to communicate with them.

Where we are required by law to hold certain records, then we collect and hold those records to comply with that legal obligation.

How long we keep your personal information

Visitor books/pages are retained until they are full. They are destroyed within a year of that completion.

CCTV records are over recorded on a 14 day cycle. The data is therefore held for an average of 14 days.

Accident and incident records are held for 5 years before deletion. However if the accident or incident is subject to insurance or further investigation, or subject to other Health and Safety legislations that require a longer retention, the records may be held in accordance with those extended requirements.

How we share your personal information

We may share the personal information that you give us with the following organisations UK emergency services and Insurance investigators

How we transfer your personal information outside Europe

We do not store or transfer your personal data outside Europe.

Automated decisions we take about you

We do not make automated decisions using this information.

Suppliers to the College

We store and use your information for the purposes of managing our suppliers in respect of the supply of goods and services that our College may need.

The information we collect about you and why we collect it

In order to engage and manage our suppliers, where you are a supplier (or where if it is a company, you are its representative) we collect and store your contact information and, where appropriate, your bank account details. You may also be asked to provide details of your occupation and your CV.

In addition, where you visit a building we will collect and process the information set out in the "visitor to our College" section above.

The legal basis on which we collect and use your personal information

Except in the circumstances highlighted below, we process this information on the basis of our legitimate interests. We have a legitimate interest in engaging and managing our suppliers; and to be able to do so, we need to hold details of who those suppliers are.

Where we are required by law to hold certain records for health and safety purposes, then we hold those records to comply with that statutory obligation. Where we hold your bank account details, we do so on the basis that it is necessary for us to perform our contract with you.

How long we keep your personal information

We will keep your information for a period of six years in addition to the current operating year. This is in order to comply with HMRC reporting requirements. By exception, we may keep information for the purposes of evidencing certain grants which we may receive from the European Social Fund for a period of up to ten years, as required by condition of grant funding.

How we share your personal information

We may share the personal information that you give us with Auditors to provide audit evidence. Auditors will hold your information securely and treat as confidential. We may also share your personal information with third parties who provide services to the College such as credit reference companies.

How we transfer your personal information outside Europe

We do not store or transfer your personal data outside Europe.

Automated decisions we take about you

We do not make automated decisions using this personal data. Credit risk information obtained from a credit reference organisation will be further subject to our judgement before being used to make decisions.

YOUR RIGHTS

You have a number of rights over your personal information, which are:

- the right to make a complaint to the Information Commissioner's Office (ICO) if you are unhappy about the way your personal data is being used – please refer to the ICO's website for further information about this (<https://ico.org.uk/>);
- the right to ask us what personal information about you we are holding and to have access to a copy of your personal information;
- the right to ask us to correct any errors in your personal information;
- the right, in certain circumstances such as where our use of your personal information is based on your consent and we have no other legal basis to use your personal information, to ask us to delete your personal information;
- the right, in certain circumstances such as where we no longer need your personal information, to request that we restrict the use that we are making of your personal information;
- the right, in certain circumstances, to ask us to review and explain our legitimate interests to you;
- the right, where our use of your personal information is carried out for the purposes of an agreement with us and is carried out by automated means, to ask us to provide you with a copy of your personal information in a structured, commonly used, machine-readable format.