

Privacy Notice for College Visitors, Suppliers/Contractors, Website Users and Users of College Services

How we use your personal information

We are the data controller of personal information about you. We are East Coast College and our address is Rotterdam Road Lowestoft, NR32 2PJ.

Our Data Protection Officer is Tom Bright. If you have any questions about this notice or the ways in which we use your personal information, please contact our Data Protection Officer at Rotterdam Road Lowestoft, NR32 2PJ or dataprotection@eastcoast.ac.uk

This privacy notice has been prepared in accordance with the General Data Protection Regulation (EU) 2016/679 ("GDPR") and the Data Protection Act 2018.

This notice sets out how we use your personal information and in particular:

- the information that you give us and the uses made of your personal information;
- the legal basis on which we collect and use your personal information;
- how long we keep your personal information;
- how we share your personal information;
- how we transfer your personal information outside of Europe
- automated decisions we make about you; and
- your rights over your personal information.

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.

The information that you give us

College Visitors

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.

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.

Suppliers and Contractors

In order to engage and manage our suppliers and contractors, 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 "College Visitor" section above.

Website Users

In order to improve your experience of using our website we may collect, store and use the following kinds of personal data:

- information about your computer and about your visits to and use of this website (including your IP address, geographical location, browser type, referral source, length of visit and number of page views)
- information that you provide to us for the purpose of registering an enquiry
- information that you provide to us for the purpose of subscribing to any website services, email notifications and/or newsletters
- any other information that you choose to send to us
- cookies which enable the server to identify and track the browser used

Users of College Services

In order for us to be able to contact you with details of when College services such as restaurant and salon services are available we will store your personal contact information.

We will store the names of all users of the College restaurant to meet our safeguarding obligations.

In addition we may hold special category personal information (e.g. medical information such as allergies) relevant to the services which you use.

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

College Visitors

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.

Suppliers and Contractors

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 contractors; and
- to be able to do so, we need to hold details of who those suppliers and contractors 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.

Website Users

The information is processed as part of our public interest task of providing education.

Users of College Services

The information is processed on the basis of our legitimate interests and for the names of users of the restaurant, on the basis of our legal obligation to do so.

How long we keep your personal information

We will not keep your personal information for longer than we need it for the purposes we have explained above. Details of how long we keep each type of information can be found in the College's retention schedule.

How we share your personal information

We may share the personal information that you give us with the following organisations (or types of organisation) for the following purposes.

College Visitors

We may share the personal information that you give us with the following organisations for the following purposes.

Organisation / type of organisation:

- a) Norfolk and Suffolk Constabularies

Purpose:

- a) Investigation of crime

Suppliers/Contractors

We may also share your personal information with third parties who provide services to the College.

Organisation / type of organisation:

- a) Banks and other financial institutions

Service:

- a) Processing of payments and receipts

Website Users

We may share the personal information that you give us with the following organisations for the following purposes.

Organisation / type of organisation:

- a) Google Analytics
- b) Google Adsense

Purpose:

- a) To analyse and report on the use of the website
- b) To provide advertisements based on website visits

Users of College Services

We do not share you information with any other organisations.

How we transfer your personal information outside Europe

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

Automated decisions we make about you

We do not make automated decisions using this information.

Your rights over your personal information

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.

Changes to our privacy policy

We keep our privacy policy under regular review. Any changes we make to our privacy policy in the future will be displayed on the College intranet and website.

This document can be provided in a larger font, electronically or to meet another accessibility requirement on request.

Version 3 – August 2022