# How we use your personal information

## *-- College visitors and guests*

This statement explains how Hughes Hall ("we" and "our") handles and uses information we collect about visitors, guests and attendees of the College ("you" and "your"), for events and other reasons. In broad terms, we use your information to manage your visit or the event(s) you are attending, including dinners and accommodation 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 information is the College, Hughes Hall, Wollaston Road, Cambridge, CB1 2EW. The designated Data Protection Officer appointed by the College under UK GDPR is Intercollegiate Services Limited (ISL) [64 Bridge Street, Cambridge, CB2 1UR; 01223 768745; dpo@isl.colleges.cam.ac.uk]. Your primary contact for all data protection matters is the Bursar, via compliance@hughes.cam.ac.uk. This is the same address to contact if you want to exercise any of your data protection rights, including requesting copies of personal data the College holds about you, or making a complaint about how the College has managed your personal data.

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 services.

*We will hold your name, address, email address, phone number and other relevant contact details you provide to us, and will use this information to maintain contact with you to provide your requested services, manage their delivery and bill you for them. We retain relevant information in our events records for five years after the most recent visit or event you attend. If you are a member of the College (including if you are a former student), we will provide our Development Office with your contact details in order for them to update their records.*

B. providing you with necessary and preferred services.

*Where relevant, we will also collect data for the provision of services, your reason(s) for attending the event, your nationality and passport details, your car registration, your credit or debit card information and/or any service preferences you request specifically (e.g. room type, dietary requirements, amenities requested). This may include you providing special category personal information, e.g. food allergies. We will not retain this information for any longer than necessary for the provision of the specific event or visit, which might require you to provide it on successive occasions.*

C. providing you with details about future College events.

*While we retain your 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.*

D. fulfilling our legal obligations.

*The College is required to keep for 12 months the names and nationalities of all those staying in accommodation. In the case of nationals outside of the UK, Republic of Ireland and the Commonwealth, we must also keep a record of your passport details and next destination. The College is also required to keep details relating to any financial transaction for a period of seven years.*

On our sites, we also operate CCTV which will capture footage, and the SALTO access control which uses user-

ID technology. The CCTV policy can be viewed at Policies and documents - Hughes Hall.

## How we share your personal information

The College does not routinely share College visitors and guests personal information with third parties.

However, there are specific circumstances where the College may share information with, and receives information from, where appropriate:

- Cambridge City Council and other local authorities (to provide evidence of any rights to or exemptions from local services and taxes, including electoral registration and council tax);
- the NHS or other health services in case of an emergency.

We may also be subject to a legal requirement (with or without your consent) to share your personal information with some government agencies under special circumstances (e.g. relating to crime or health and safety), such as the police or security services or other statutory authorities with investigatory powers. Where possible, the College will notify you of its intention to share such information in advance.

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.

## Your rights

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/.

*Updated: June 2026*
*J Watkinson, Compliance Manager*