**Heriot-Watt University Hospitality Services Conference and Events Privacy Notice**

**Introduction**

Your personal information and privacy are important to Heriot-Watt University Hospitality Services. We cannot deliver our range of conferences and events without collecting, holding and using your personal information. This guide explains what we do with your personal information and why, the type of information we gather, how the information is used, and when and why we share information with others.

**This Guide applies to**:

* People who contract to use our conferencing and events facilities
* Attendees at events hosted at our conferencing and events facilities
* Anyone who uses our Hospitality Services Conference and Events website, makes an enquiry about our services, or completes and submits their details on our online form

**Who is the Data Controller**

Heriot-Watt University is the Data Controller for personal information we hold about you. We hold your personal information securely and restrict access to people who need to use it in the course of their duties. When collecting and processing information about you, we must comply with the UK Data Protection Act 2018, the UK General Data Protection Regulation, The Privacy and Electronic Communications (EC Directive) Regulation 2003, and any other relevant privacy laws.

**What personal information we collect and use**

We collect and hold personal information in all formats for the purposes set out in this Guide. That personal information may include the following:

* Your name, address and contact information
* Your email address and telephone number
* Your financial information
* The services provided to you
* Information gathered from your use of our Hospitality Services Conference and Events website
* Records of our contact or communication with you, such as emails or letters. If you email us directly via an email or Contact Form to provide us with feedback or to ask us a question regarding the site, we will record any information contained in such email.
* CCTV images
* If you are involved in a health and safety incident while using our facilities

Where this is necessary to meet a legal obligation, or with your consent, we may also collect and hold sensitive information, known as special category data under the UK GDPR, or protected characteristics under the UK human rights law, which may include disability and religious beliefs.

We collect your personal information directly from you and we may also receive the information from third parties, e.g. event organisers of an event you are attending.

**Why we collect and use your personal information**

We collect and use your personal information:

* To manage your enquiry
* To provide the service you are purchasing
* To provide you with information on an event you are attending
* To ensure your safety while using our facilities
* To promote the University and our services
* For archiving, research and statistical purposes
* To comply with our legal and regulatory obligations
* For public safety and detection of crime
* To raise or defend legal claims or comply with court orders

**What is our legal basis**

Under data protection law, we can only use your personal information where we have a lawful basis for doing so. In order to use your personal information, we rely on the following lawful bases:

* To fulfil a contract you have entered into with us
* To fulfil a contract you have entered into with another party
* We have your consent, for instance where you have told us about a health related or faith based dietary requirement; where you have opted-in to our mailing lists
* To protect your vital interests or those of another person
* To comply with legal or regulatory obligations, including obligations related to health and safety law and obligations related to the prevention, investigation, detection or prosecution of criminal offences, including the safeguarding against and the prevention of threats to public security. Processing under this base includes the use of CCTV systems to monitor and collect visual images and monitoring the use of IT facilities.
* In promoting the University and our services, we rely on your consent or our legitimate interests where they do not override your rights. We may take photographs and other images and recordings of events for possible use in our publicity and promotional material in print and online on our websites and and social media. We always inform people when filming and will only feature you in such promotional material with your consent. We keep copies of our promotional material in the University Archive as a record of the University’s activities down the years, a purpose which is compatible with the original purpose, and when doing so will always ensure that there are appropriate safeguards to protect your rights.
* The University may also archive other records of the University’s activities down the years, a purpose which is compatible with the original purpose, and these may include images and other data about you. When doing so will always ensure that there are appropriate safeguards to protect your rights.
* We may also use personal information to produce management and statistical information to monitor and improve our performance and services to you and to inform long-term strategic planning, such purposes being compatible with the original purpose, and when doing so will always ensure that there are appropriate safeguards to protect your rights.

**Who your information may be shared with and why**

Unless we are required to do so by law, we do not share your personal information with any third parties. We do not share your information for marketing purposes with other organisations or companies.

We may appoint other companies and organisation to deliver services for us that require them to process your information in order to fulfil your requests. Where we share your information in these circumstances, the University has data processor contracts with these contractors to ensure that your personal information is as secure with them as it is with us. These contractors will not have the right to use your personal information for any other purpose.

If there is an occasion on which we would like to share your personal data with a third party for any other reason, except where we are required to do so by law, we will always let you know and will obtain your consent before doing so.

**How long we keep your personal information**

We keep information about you in accordance with the [University's Retention Schedules.](https://www.hw.ac.uk/uk/services/information-governance/manage/what-to-keep.htm) We keep a limited record of our activities for archival purposes.

**Your rights**

You have the right to:

Find out what personal information we process about you and obtain a copy of the information, free of charge within one month of your request at [dataprotection@hw.ac.uk](mailto:dataprotection@hw.ac.uk). We may make a charge for additional copies of the same information.

If you think, we are acting unfairly or unlawfully you can:

* Object to the way we are using your data
* Complain to the [UK Information Commissioner’s Office](http://ico.org.uk/).

Under certain conditions, you also have the right to ask us to:

* Restrict the use of your personal information e.g. if you have raised issues about the accuracy or use of your personal information, until we have investigated and responded to your concerns
* Erase your information or tell us to stop using it to make decisions about you
* Comply with your wishes where you have previously agreed to us processing your data for a particular purpose and have withdrawn your consent to further processing
* Provide you with a portable electronic copy of data you have given us

### **Data Protection Officer and contact details**

Ann Jones, Head of Information Governance and Data Protection Officer

Heriot-Watt University, Edinburgh, EH14 4AS

Email: [dataprotection@hw.ac.uk](mailto:dataprotection@hw.ac.uk)

**Find out more about your rights under privacy law**

In our [Data Protection Policy](https://www.hw.ac.uk/uk/services/information-governance/access/data-protection-policy-2018.htm) and our [protect information webpages](https://www.hw.ac.uk/uk/services/information-governance/protecting-information.htm).

Find out about our [Information Security policies and procedures](https://www.hw.ac.uk/uk/services/information-governance/protect/information-security.htm).

On the website of the [UK Information Commissioner’s Office](http://ico.org.uk/).