



Privacy Notice for the Provision of Residential Guest/Group Vacation Accommodation

This privacy notice explains how The University of Glasgow will process your personal data in relation to the provision of Residential Guest/Group Vacation accommodation.

Your Personal Data

The University of Glasgow will be what is known as the 'Data Controller' of the personal data you provide as part of your booking of residential guest/group vacation accommodation. When you check in to your accommodation you will be required to complete a Guest Registration Card. Where this accommodation is managed by our facilities management partner, **Glasgow Student Villages Limited**, they will be the 'Data Controller' of that personal data.

How we collect your data

For residential guest bookings, your data will be collected when:

- You create a book.accom account or manage/update your account information
- You make an individual reservation
- From email correspondence between you and the University of Glasgow Accommodation Services

For Group Vacation Accommodation, your data will be collected by the booking agent or event organiser responsible for booking accommodation on your behalf and passed to the University of Glasgow Accommodation Services for the purposes of administering the booking.

Your data will be used in the same way regardless of whether it is received directly by the University of Glasgow Accommodation Services or via a booking agent/event organiser.

Why we need it?

We are collecting your basic personal data such as name, nationality, email address and contact details and where relevant, limited special categories data such as disability in order to facilitate your booking and provide you with appropriate accommodation. If you create a book.accom account your data will be retained to allow you to view your booking history and make faster bookings. We will also use your contact details to seek feedback from you following your stay with us.

Legal basis for processing your data

We must have a legal basis for processing all personal data. In this instance, the legal basis is:

- Contract – We shall rely on our booking terms and conditions as a lawful basis for processing your personal data.
- Consent – we require your consent to contact you following your stay to ask you for feedback and to send you promotional offers.
- Legal obligation – To comply with the **Immigration (Hotel Records) Order 1972** we need to collect the following information from guests on their arrival:

- ✓ full name
- ✓ nationality

For all who are not British, Irish or Commonwealth guests, we need to collect the following information on arrival:

- ✓ passport number and place of issue (or other document which shows their identity and nationality)
- ✓ details of their next destination (including the address, if known) on or before departure.

What we do with it and who we share it with?

This data is mainly held within our accommodation system and will be maintained and administered by University Staff within Accommodation Services for the purposes of processing your accommodation booking. The exception to this are the Guest Registration Cards which are stored in paper files at each of our residences.

All the personal data you submit is processed by staff at the University of Glasgow in the United Kingdom with the following limited exception:

- The University of Glasgow works with a facilities management firm, Glasgow Student Villages Limited. Glasgow Student Villages Limited act as our managing agents across Cairncross House, Kelvinhaugh Gate, Kelvinhaugh Street, Murano Street, Queen Margaret Residences and Winton Drive.
- If you are placed within accommodation that Glasgow Student Villages Limited manage, Glasgow Student Villages Limited staff will process your personal data for the purposes of facilitating your stay within said accommodation.
- Should the need arise, we will also share your data with third party debt collection agencies and the appropriate legal authorities.

How long do we keep it for?

We are required by law (**Value Added Tax Act 1994**) to retain financial records for 7 years. After this time your data will be securely deleted.

On arrival at your chosen accommodation, you will have to complete a Guest Registration Card. We are required by law (**Immigration (Hotel Records) Order 1972**) to retain this card for a minimum of 12 months. Thereafter, your data will be securely deleted.

What are your rights?*

You can request access to the information we process about you at any time. If at any point you believe that the information we process relating to you is incorrect, you can request to see this information and may in some instances request to have it restricted, corrected or, erased. You may also have the right to object to the processing of data and the right to data portability.

Where we have relied upon your consent to process your data, you also have the right to withdraw your consent at any time.

If you wish to exercise any of these rights, please contact dp@gla.ac.uk.

*Please note that the ability to exercise these rights will vary and depend on the legal basis on which the processing is being carried out.

Complaints

If you wish to raise a complaint on how we have handled your personal data, you can contact the University Data Protection Officer who will investigate the matter.

Our Data Protection Officer can be contacted at dataprotectionofficer@glasgow.ac.uk

If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law, you can complain to the Information Commissioner's Office (ICO) <https://ico.org.uk/>