

GDPR Website Privacy Policy - Queen's University, Bader College, and Herstmonceux Castle Estates

1. Introduction

Queen's University, Bader College, and Herstmonceux Castle Estates ("the Estates") are committed to protecting the privacy of visitors to our website. This policy explains how we collect, use, and protect your personal data when you interact with our website, in accordance with the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

2. Data Controller

Queen's University is the data controller responsible for the personal data collected through this website.

3. Information We Collect

We may collect the following types of personal data:

- **Information you provide directly:**
 - Name, email address, and contact details when you use contact forms or subscribe to newsletters.
 - Booking and payment details when you purchase tickets or make reservations.
 - Information you provide when participating in surveys or competitions.
- **Information collected automatically:**
 - IP address, browser type, and operating system.
 - Website usage data, such as pages visited and time spent on the site, collected through cookies and similar technologies.

4. Legal Basis for Processing

We process your personal data based on the following legal bases:

- **Consent:** For marketing communications and non-essential cookies.
- **Contract:** For processing bookings and fulfilling orders.
- **Legitimate interests:** For website analytics, security, and improving our services.

5. Cookies and Similar Technologies

- We use cookies to enhance your browsing experience and collect website usage data.
- You can manage your cookie preferences through your browser settings.
- We will provide clear information about the cookies we use and obtain your consent where required.

6. How We Use Your Information

We use your personal data for the following purposes:

- To provide and manage our services, including bookings and orders.
- To respond to your inquiries and provide customer support.
- To send marketing communications with your consent.
- To analyse website usage and improve our website.
- To ensure website security.

7. Data Sharing

We may share your personal data with:

- Third-party service providers who assist us with website hosting, payment processing, and marketing.
- Law enforcement agencies when required by law.

We will ensure that any third-party service providers comply with GDPR.

8. Data Retention

We will retain your personal data only for as long as necessary for the purposes outlined in this policy, in accordance with legal requirements.

9. Data Security

We implement appropriate technical and organisational measures to protect your personal data from unauthorised access, loss, or destruction.

10. Your Rights

You have the following rights:

- **Right to access:** To request copies of your personal data.
- **Right to rectification:** To ask us to correct inaccurate data.

- **Right to erasure:** To ask us to delete your data.
- **Right to restrict processing:** To ask us to limit how we use your data.
- **Right to data portability:** To ask us to transfer your data.
- **Right to object:** To object to processing.
- **Rights related to automated decision-making and profiling:** To not be subject to decisions based solely on automated processing.

To exercise your rights, please contact us at the details provided below.

11. International Transfers

If we transfer your data outside the UK, we will ensure appropriate safeguards are in place, such as adequacy decisions or standard contractual clauses.

12. Data Protection Officer (DPO)

The Estates have appointed a DPO to oversee data protection compliance. Contact details are available on our website.

13. Policy Updates

We may update this policy from time to time. We will post any changes on this page.

14. Contact Information

For data protection inquiries, please contact the Operations Risk and Safety Manager at Bader College

15. Complaints

You have the right to complain to the Information Commissioner's Office (ICO) if you believe your data protection rights have been infringed.