

Privacy Notice for the capture and storing of client data by Catering & Events

Your Personal Data

The University of Glasgow will be what's known as the 'Data Controller' of your personal data processed in relation to the capture, use and storage of data provided to us by you. This privacy notice will explain how The University of Glasgow will process your personal data.

Why we need it

We are collecting your basic personal data such as name, email address, contact number, address and other personal information provided by you in order to be able to provide you with the services we offer. We may also offer relevant information on the Catering & Events department including but not limited to sending marketing or direct marketing materials, information on packages and menus, technological developments and special offers or competitions. We will only collect data that we need in order to provide and oversee the service relevant to you.

Legal basis for processing your data

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

- Consent

What we do with it and who we share it with

- All the personal data you submit is processed by staff at the University of Glasgow in the United Kingdom.

In addition,

- The site we use to capture data for this purpose - onlinesurveys.ac.uk - is certified to ISO 27001 – the recognised information security standard. Only limited Catering and Events Staff have access to the data stored here. All Online Surveys user and respondent data is stored in the EU.

How long do we keep it for

Your data will be retained by the University for a period no longer than 48 months. After this time, 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 submit your request via the [webform](#) or 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/>
