



ST JOHN'S COLLEGE UNIVERSITY OF CAMBRIDGE

PRIVACY NOTICE: GENERAL ENQUIRIES

The Data Controller is St John's College Cambridge. The Data Protection Officer for the College is Intercollegiate Services Ltd, 64 Bridge Street, Cambridge, CB2 1RU; 01223 768745; dpo@isl.colleges.cam.ac.uk.

ISL should be contacted if you have any concerns about how the College is managing your personal information, or if you require advice on how to exercise your rights as outlined in this statement. The person within the College otherwise responsible for data protection at the time of issue, and the person who is responsible for monitoring compliance with relevant legislation in relation to the protection of personal data, is the College Data Protection Lead, St John's College, Cambridge, CB2 1TP; 01223 338631; dataprotection@joh.cam.ac.uk

This statement should be read in conjunction with [the separate statement for website users](#).

WHAT DATA ARE PROCESSED, AND WHY?

Most departments in the College, and College Officers including the Master, receive enquiries and correspondence from members of the College and others on a wide range of topics. We process such enquiries and provide answers as swiftly and as fully as possible, bearing in mind the constraints posed by Data Protection legislation and other legal and practical restrictions. To this end we process the enquirer's name, contact details, correspondence with us and any response that we are able to provide, together with records of research undertaken to inform such responses. Depending on the nature of the enquiry, processing is carried out either because it is in the College's legitimate interests to do so, or because it is in the public interest.

WHERE DOES THE DATA COME FROM?

The personal data held are supplied by the enquirer.

SHARING WITH THIRD PARTIES

With the consent of the enquirer we sometimes share data with third parties, so as to answer or advance these enquiries.

We do not pass any personal data collected to this end outside the European Economic Area.

RETENTION OF DATA

Some retention is necessary to answer follow-up enquiries. Data relating to many straightforward enquiries are destroyed within three years. Where an enquiry results in substantial research, which we believe may inform future enquiries of a similar nature, we retain data, attempting where possible to anonymise the personal content held. Where relevant, we seek the enquirer's permission to process further any personal data that they may have provided. Data supplied by persons enquiring about applying for postgraduate study are retained for one year or less. Data relating to Freedom of Information requests are anonymised after five years. Data subject access requests are retained for two years after the year in which they were made.

RIGHTS OF THE DATA SUBJECT

The enquirer (data subject) has the right: to ask us for access to, rectification or erasure of their personal information; to restrict processing (pending correction or deletion); to object to communications; and to ask for the transfer of their personal information electronically to a third party (data portability).

Some of these rights are not automatic, and we reserve the right to discuss with the data subject why we might not comply with a request from them to exercise such rights.

If data subjects have questions or concerns about their personal information, or how it used, they are invited to speak to the head of the relevant College department in the first instance. If in need of further guidance, they are asked to contact the College Data Protection Lead using the details given above.

If data subjects remain unhappy with the way their information is being handled, or with the response received from us, they have the right to lodge a complaint with the Information Commissioner's Office at Wycliffe House, Water Lane, Wilmslow, SK9 5AF (<https://ico.org.uk/>).

April 2021

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