

All Nations Christian College

Bookings Privacy Notice

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2. Introduction

Thank you for considering using All Nations' facilities. All Nations Christian College and its trading arm, All Nations Trading Limited is committed to protecting your privacy and to meeting our data protection obligations. This privacy notice is intended to give you an understanding of how and why we use the information you provide to us via our website and otherwise.

3. Related Documents

- Data Protection Policy
- Data Retention Schedule
- Website Privacy Notice
- Cookie Policy
- Enquirers' Privacy Notice
- Student Privacy Notice Summary
- Student Privacy Notice
- Student Terms and Conditions
- Student Agreement
- Supporters and Alumni Privacy Notice
- External Library Users Privacy Notice

4. Scope

This document applies to you if you make a private booking for accommodation (i.e. as a guest or student out-of-term accommodation) or for events such as Cream Teas. It also applies to you if you book an event to be held at All Nations Christian College whether one that is private (e.g. a celebration event) or on behalf of an organisation (e.g. a conference).

5. Who we are

All Nations Trading Limited is the **data controller** in relation to the processing activities described below. This means that the College Trading Company decides why and how your personal information is processed. Where this policy refers to "we", "our" or "us" below, unless it mentions

otherwise, it is referring to the trading arm of All Nations Christian College.

6. What information does the College collect and why?

- 6.1 When making individual room bookings (e.g. guests or student out of term accommodation) or a booking on behalf of yourself/yourself and others (e.g. celebration parties, Cream Teas), you are asked to provide your name, title, address, email and/or phone number, dietary and booking requirements.
- 6.2 Bookings made on behalf of an organisation would usually provide the contact details of the organisation (which is not covered by this notice). Only in rare circumstances would the organiser prefer to provide us with their personal contact details.
- 6.3 Depending on the nature of the group booking event, we may require the names of people requiring special dietary requirements in order to provide them with appropriate refreshments, the number of children requiring meals (for billing purposes) and in the case of residential conferences, the names of the delegates (for fire safety purposes), their gender, marital and family status, age (if children), together with any personal requirements (to provide the appropriate accommodation).
- 6.4 The finance department separately stores guest/organisation and amount owed in order to generate you or your organisation's invoice, and for audit purposes.
- 6.5 All the information we collect is for the legitimate interest of providing the service you require.

7. Who has access to your data?

- 7.1 Personal data provided when people contact the College Conference department by phone, email or when they complete their booking forms are stored digitally and in paper files. Internally, the data is only accessed by the following people to fulfil their roles and responsibilities:
 - The facilities team
 - IT support staff
 - Finance staff
- 7.2 **Third Parties:** We will never sell, distribute, or lease your personal information to third parties. However those providing technical support may have access to your name and contact details. All third parties are obliged to be compliant with data protection legislation. Third parties who may have access to your data include:
 - **IT Support:** Our accounting software providers have an agreement with us to use the personal information we provide them only to provide, support or improve their services to us. They are obliged to never sell our subscriber lists and neither they nor their third parties (where applicable) have a direct relationship with you nor advertise their services to you.

Our external IT support are also able to access your personal data if it is stored on our network. They are only able to access this for technical support and at our request and are legally bound not to breach anyone's privacy in performing their duties.
 - **Payment facilitators:** Subscribers who choose to make a payment to the College of any kind should also know that Barclaycard EPDQ, provides the means for us to accept and process card payments where the cardholder is not present. Payments can

also be made using PayPal, Stewardship and Charities Aid Foundation. For more information please see their respective websites:

- <https://www.barclays.co.uk/important-information/privacy-policy/>
- <https://www.paypal.com/en/webapps/mpp/ua/privacy-full>
- <https://secure.stewardship.org.uk/ancillary/Privacy.aspx>
- <https://www.cafonline.org/navigation/footer/privacy#privacy>

- **Internet facilitators:** Please note that when you browse any website, by default, your computing device will also send information to us, such as your IP address and other device specific information in order to enable the website to function as it should. Similarly, when you send an **email** to us, it is transmitted from server to server as it crosses the Internet. Along the way, server administrators can read what you send and we cannot ensure or guarantee that loss, misuse or alteration of data will not occur whilst data is being transferred.

8. How do we protect data?

- 8.1 The College takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties. We use a secure server for computer files. We also encrypt all personal data held digitally. When we store paper records, they are always kept in locked cabinets with access only available to the Facilities team.
- 8.2 The College will not transfer data outside the European Economic Area, except where subscribers have provided us with contact details outside the EEA.
- 8.3 **Breaches of security:** If for some reason we experience a breach in our security, we will fulfil our legal obligation to inform the data protection supervisory authority, The UK Information Commissioner's Office (ICO) within 72 hours. We will inform you if there is a possibility that you might have been or you have been harmed by any breach.

9. For how long does we keep data?

- 9.1 The Personal data (paper and digital) of individual guests are stored for up to 18 months for audit purposes and then deleted/destroyed.
- 9.2 If you have given your consent to be informed of future booking possibilities or to join our mailing list, we will keep your name and contact details longer whilst retaining the right to withdraw your consent at any time. Please allow at least one month for this request to affect our mailings.
- 9.3 Those who elect to join the College mailing list (see separate Supporters and Alumni Privacy Notice) have the choice whether to give us permanent consent or to be contacted every two years to be asked whether you wish to renew your consent. In either event, you may withdraw your consent or amend your mailing preferences at any time by clicking unsubscribe in our emails to you or by contacting us directly.
- 9.4 The personal data of conference delegates (name, gender, marital and family status, dietary requirements; children's gender and ages) will be deleted after the event to which the information relates and within no more than three months.
- 9.5 Similarly room lists which are created for fire safety purposes prior to an event will be deleted after the event to which the information relates and within no more than three months.
- 9.6 Organisations should normally provide organisational contact details which are not covered by this privacy notice. However organisations who have unavoidably had to provide personal

contact details should know that the personal contact details will be deleted no later than within three months of the event taking place.

- 9.7 Emails are deleted regularly and always within three months of the booking taking place, unless there is a dispute concerning the service provided. In this case, they will be kept until three months after the dispute has been concluded.

10. What are your rights?

10.1 As a data subject, you have a number of rights. You may, on request:

- access and obtain a copy of the information we hold about you, on request;
- require the College to change incorrect or incomplete data;
- require the College to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- object to the processing of your data where the College is relying on its legitimate interests as the legal ground for processing.

10.2 If you believe that the College has not complied with your data protection rights, you can complain to the data protection supervisory authority, The UK Information Commissioner's Office (ICO), which can be contacted at <https://ico.org.uk/concerns/handling>

11. How to Contact Us

11.1 If you would like to exercise any of the above rights, have any queries about this privacy notice or about the way we process your personal information, please direct any queries to our Data Protection department using the contact details below.

- Email: info@allnations.ac.uk
- Telephone: +44(0)1920 443500
- By post: Data Protection, All Nations Trading Company, All Nations Christian College, Easneye, Ware, Herts, SG12 8LX
- You can update your mailing preferences here:
<https://allnations.accessconsent.com/home> or by contacting: network@allnations.ac.uk

11.2 If you would like to access a copy of your data, you may find it easier to use the form you can find here: https://www.allnations.ac.uk/sites/default/files/PDFs/Data_Subject_Access_Request_Form.pdf

11.3 We will make every effort to respond to you within 7 days and within no more than 30 days.

12. Notice Review:

This notice is effective from February 21. We will review it regularly and will update it when necessary, so please check back from time to time.

All Nations Christian College Limited is a registered charity (no. 311028) and a company limited by guarantee, registered in England (no 990054). The College is registered under the Data Protection Act 2018 (Reg. No. Z6320083). The College has a fully owned trading subsidiary: All Nations Trading Limited, a registered company (no. 1189164) VAT Reg. no. 214 7013 06. Both companies have a registered address of: Easneye, Ware, Hertfordshire, SG12 8LX.