



Queen's College, London

Established 1848

Privacy Notice for Alumnae, Supports & Friends of Queen's College, London, 2019

Introduction

This notice is to help you understand **how** and **why** we collect your personal information and **what** we do with that information. It also explains the decisions that you can make about your own information.

If you have any questions about this notice please talk to the Bursar.

Why we process personal data about you

In order to carry out its day-to-day operations and duties, the College processes a wide range of personal data. The legal basis for this is outlined in the Parent and Pupil Privacy Notices. This document explains why the College's Marketing & Development Office processes personal data.

The Development Office supports the College through the creation of meaningful relationships with alumnae, pupils, parents (both current and former) and supporters of the College. We do this by offering a range of educational, social and networking events, producing publications, and through our network providing careers advice for current and former pupils. We also fundraise to support the College's bursary fund, capital projects and other initiatives in accordance with the Fundraising Code of Practice. We are proud of the relationships we have with our alumnae, supporters and friends and we use your personal information to ensure that we contact you in the most appropriate way, to improve our offering and to ensure we work efficiently and effectively.

In many cases, we are processing your personal information because you have asked us to keep you in touch about our activities. We also expect that use of your personal data



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is in accordance with the College's legitimate interests. Specifically, we expect the following to fall within our legitimate interests:

- Promoting the charitable objects and interests of the College. This includes fundraising for our bursary programme and any other initiatives that benefit the Queen's community.
- Holding alumnae social and networking events.
- Keeping the College community (past and present) up to date about our activities including sending you our publications electronically and by post.
- Fostering life-long relationships with our alumnae community to support our development and objectives.
- Keeping a record of our alumnae for historical or research purposes.
- Ensuring that we comply with any statutory obligations including; safeguarding and promoting the welfare of our pupils with whom you may come into contact.
- Ensuring we meet our obligations around financial record keeping including for the purposes of Gift Aid.

Types of personal data we process and how it is obtained

The Marketing & Development Office has a separate database from the other departments at the College. Our database contains personal information collected by the College during the course of our relationship with pupils, alumnae, parents, supporters and friends.

Information we hold includes; personal contact details, date of birth, information about your occupation and professional interests, your relationship with other members of the alumnae community, records of donations, bank details for the purpose of processing donations, records of your engagement with the College community and events, photographs from events and relevant information about your time at the College and subsequent education.

Most of the information we hold is obtained directly from you, for example information that you provide on entry to the College. We also collect personal data from you when you participate in events and activities or donate to the College.

We may also analyse publicly available information about alumnae and potential donors to contact you about events and initiatives that may interest you, or to make



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appropriate requests. This includes information on professional social media networks such as LinkedIn.

As a charity, we may have to carry out due diligence regarding any generous donations which you make to the College. This may involve obtaining and recording your personal information from sources such as Companies House, LinkedIn, the Charity Commission, Business Week and related media articles.

Access to personal data and who we share it with

For the most part personal data collected by us will remain within the College and will be shared with other departments in the College for specific purposes (e.g. to organise a careers networking event or to ask a former pupil if they wish to speak at a College event).

We may have to share personal data with government authorities such as HMRC and if you interact with us through a third party (for example if you support the College via the CAF Donate giving platform).

Some of our processing activity is carried out on our behalf by third parties such as database providers, web developers, mailing houses and event booking platforms. This is subject to contractual assurances that personal data will be kept securely and only in accordance with the College's agreement and/or specific direction. We would never sell your data to a third party.

How long we keep personal data

The Development Office will keep information about you as long as we have a legitimate or legal reason to do so. We will always try to ensure that the information we hold about you is up to date, reasonable and relevant.

We retain details of our former pupils indefinitely so that we can communicate with you as part of our alumnae community. You may change your contact preferences at any time (see Your rights below). We may also need to keep a record if you tell us that you do not want to hear from us anymore, so that we do not inadvertently add you to our mailing list in future.

Please see our Data Protection Policy for more detailed information. This is available on our website at <http://www.qcl.org.uk/about-us/policies.php>



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Your rights

You can tell us at any time that you do not wish to receive fundraising or other information promoting our activities and events. You can also change your communication preferences by contacting us or by following the online link in the communications we send to you.

- **Consent:** you have the right to withdraw consent where given. Please be aware that we may not be relying on consent to process your data but may have another lawful reason to process the personal data in question even without your consent.
- **Access:** you have the right to access and understand personal data held about you, and in some cases ask for it to be erased or amended or have it transferred to others, or for the College to stop processing it – but subject to certain exemptions and limitations. If you wish to access or transfer data to another person or organisation, or you have another objection to how your personal data is used, you should put your request in writing to the Bursar (see contact details below).

The College will endeavour to respond to any such written requests as soon as is reasonably practicable and in any event within statutory time-limits (which is one month in the case of requests for access to information).

The College will be better able to respond quickly to smaller, targeted requests for information. If the request for information is manifestly excessive or similar to previous requests, the College may ask you to reconsider, or require a proportionate fee (but only where Data Protection Law allows it).

- **Accuracy:** we will endeavour to keep information we hold about you up to date and as accurate as possible. You can ask us to erase or correct any out of date, irrelevant or inaccurate information we hold about you (subject to certain limitations and exemptions under Data Protection Law). Please contact the Development Office if you want to amend your personal information.



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You may have heard of the "right to be forgotten". However, we will sometimes have compelling reasons to refuse specific requests to amend, delete or stop processing your personal data: for example, a legal requirement, or where it falls within a legitimate interest identified in this Privacy Notice. All such requests will be considered on their own merits.

This privacy notice

We will review and update this Privacy Notice from time to time. Any substantial changes that affect how we process your personal data will be provided to you directly as far as is reasonably practicable.

If you believe that we have not complied with this policy or acted otherwise than in accordance with Data Protection Law, you should contact the Bursar. You can also make a referral or lodge a complaint with the Information Commissioner's Office (ICO), although the ICO recommends that steps are taken to resolve the matter with the organisation before involving the regulator.

Contacts

Queen's College, 43-49 Harley Street, London, W1G 8BT

Marketing & Development Office: development@qcl.org.uk 020 7291 7018

Bursar: bursar@qcl.org.uk 020 7291 7000

ICO: www.ico.org.uk

Helpline: 0303 123 1113



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