



## Data Protection Statement for OSTicket Users

### What information do we collect

We collect background information about you when you use our website or ticketing system, including your IP address, date and time of connection and the pages you visit. We also use cookies on our website and related systems. The legal basis for processing your personal information is that it is necessary for the purposes of our legitimate interests to provide and monitor the usefulness of our website and ticketing system and to ensure they are kept secure. Where consent is required for cookies or similar technologies under the Privacy and Electronic Communications Regulations, we will seek consent unless an applicable exemption applies.

In addition, we ask for specific personal information from you when you submit a ticket through the ticketing system at <https://my.st-edmunds.cam.ac.uk/support/>.

When you submit a ticket, we ask you to provide your name and email address and, optionally, your CRSID (if a member of the University of Cambridge), telephone number and any additional information which will help us resolve the issue you are reporting. The legal basis for processing your personal information is that it is necessary for us to respond to and manage your service request. Depending on the nature of the request, this may be necessary for the performance of a contract or other relationship with you, for compliance with a legal obligation, or for the purposes of the College's legitimate interests in providing, maintaining and improving its services and systems.

You should avoid including special category data, such as health, disability, religious belief or other sensitive information, in a ticket unless it is necessary for us to understand or respond to your request. Where information provided in a ticket includes special category data, we will handle it subject to additional safeguards and identify an appropriate condition under Article 9 UK GDPR where required.

### What do we use your information for?

The information requested is used to process your service request through the ticketing system, communicate with you about the request, allocate the request to relevant staff or service providers, keep appropriate records of the request and outcome, and maintain the effective operation and security of the ticketing system.

### How do we protect your information?

We implement a variety of appropriate technical and organisational security measures to maintain the safety of your personal information when you create a ticket.

Data retained by the College is kept on secure servers and shared only with staff who are directly involved with providing services requested through the ticketing process and the running of the ticketing service itself. Ticketing data as described above is held for as long as you are formally affiliated with the College or for a period of seven years from creation, whichever is longer, unless a shorter or longer retention period is appropriate under the College's records retention arrangements or is otherwise necessary and

lawful. It is then securely deleted or anonymised where appropriate. It is then securely deleted or anonymised where appropriate.

## **Do we disclose any information to outside parties?**

Information from a ticket may be shared with outside contractors or service providers engaged in supplying services relating to the service request, but only where necessary for the purposes of resolving the reported problem.

We do not sell your personal information. This does not include trusted third parties who assist us as noted above in conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety. Where a third party processes personal information on our behalf, appropriate contractual arrangements will be in place. Where personal information is transferred outside the UK and the UK GDPR transfer rules apply, the College will ensure that an appropriate transfer mechanism and any required safeguards are in place.

## **Your rights**

You have the right: to ask us for access to, rectification or erasure of your information; to restrict processing (pending correction or deletion); to object to marketing processing in certain circumstances, including direct marketing communications; to ask for the transfer of your information electronically to a third party (data portability); and to object to processing in certain circumstances. Some of these rights are not automatic, and we reserve the right to discuss with you why we might not comply with a request from you to exercise them where the law allows us to do so.

## **Complaints**

If you are concerned about how the College has handled your personal data, you may raise this with the College Data Protection Lead, the SIRO or the DPO using the contact details above. The College will consider data protection complaints fairly and proportionately, and will normally acknowledge receipt within 30 days.

You retain the right at all times to lodge a complaint about our management of your personal information with the Information Commission at <https://ico.org.uk/concerns>.

## **Contact**

This Data Protection Statement is reviewed regularly and updated where necessary to reflect changes to the College's processing activities, including where personal data is used for a new or materially different purpose.

The controller for your personal information is St Edmund's College, Mount Pleasant, Cambridge CB3 0BN. The Data Protection Officer for the College is Intercollegiate Services Limited (ISL) (64 Bridge Street, Cambridge CB2 1UR; 01223 768745; [dpo@isl.colleges.cam.ac.uk](mailto: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 with overall responsibility for the protection of information is the Senior Information Risk Owner, who at the time of issue is the Bursar. The Bursar can be contacted at [bursar@st-edmunds.cam.ac.uk](mailto:bursar@st-edmunds.cam.ac.uk). Day-to-day responsibility for monitoring compliance with relevant legislation and dealing with concerns relating to the College's data protection arrangements sits with the College Data Protection Lead, who at the time of issue is the Governance, Risk & Compliance Manager. The Governance, Risk & Compliance Manager is the primary contact for all data protection matters and can be contacted at [grcm@st-edmunds.cam.ac.uk](mailto:grcm@st-edmunds.cam.ac.uk). This is also the address to use if you wish to exercise any of your data protection rights, including requesting copies of personal data the College holds about you, or making a complaint about how the College has managed your personal data.