

Privacy Notice – for The Westerly and Salt and Barrel Restaurants

Ayrshire College (the College) is providing you with this information to comply with data protection law to ensure that you are fully informed and that we are transparent in how we collect and use your personal data.

Your privacy and trust are very important to us and this Privacy Notice provides essential information about how the College handles your personal data (information) and the rights you have in relation to how we use your data. The College is committed to complying with all applicable Data Protection legislation.

Who are we?

Ayrshire College is the 'Controller' and is responsible for looking after the personal data that you provide.

Registered office – Ayr Campus
Dam Park, Ayr
KA8 0EU

For any queries or concerns about how your personal data is being processed you can contact the Data Protection Officer (DPO) at dataprotection@ayrshire.ac.uk

This privacy notice relates to the following process: Customers of The Westerly and Salt & Barrel restaurants.

Purpose for processing – why do we collect information about you?

We collect and use your information for the following purposes:

- We use the information you provide when you make a booking with us so we can manage your booking and communicate with you about this
- We may use your email address to send you marketing information about 'The Westerly' and 'Salt & Barrel' restaurants (including offers and events) only where you have given consent
- If you provide feedback about your experience at 'The Westerly' and 'Salt & Barrel' restaurants, we will share this with our students for their learning and development and use it to improve our services. Feedback will be anonymised.

Ayr Campus
Dam Park
Ayr, KA8 0EU
T 01292 265184
E enquiries@ayrshire.ac.uk

Kilmarnock Campus
Hill Street
Kilmarnock, KA1 3HY
T 01563 523501
E enquiries@ayrshire.ac.uk

Kilwinning Campus
Lauchlan Way
Kilwinning, KA13 6DE
T 01294 559000
E enquiries@ayrshire.ac.uk



Our lawful basis (reason) for processing your information are:

- Booking information - Use is necessary for the performance of a contract with you or to take steps, at your request, before entering into such a contract
- Contact details provided for marketing - You have given consent for the use
- Feedback forms - Use is necessary for the performing a task in the public interest.

The data being used includes special category (sensitive) data. Our legal reason for using this sensitive data is/are:

- Processing is necessary for reasons of substantial public interest and is authorised by domestic law proportionate to the aim pursued. DPA Schedule 1, Part 2 (6). The College has a duty of care conferred by the EU Food Information for Consumers Regulation (EU FIC) No 1169/2011.
- Use is necessary to protect a person's the vital interests.

What information do we collect about you?

We collect your name and contact details (telephone and email) to allow us to identify you and communicate with you about your booking.

We collect your email address where you have agreed to be added to our mailing list.

We also ask for some 'special category data'. This is 'data concerning health', specifically allergen information about all individuals included in the booking. This enables the College to meet its duties under the EU Food Information for Consumers Regulation (EU FIC).

How do we collect it?

Your personal information is collected when you make a booking with 'The Westerly' or 'Salt & Barrel' restaurants in person, on the phone or via email.

When you make a booking online using ResDiary.com we can access your booking and contact details using the ResDiary portal.

When you create a profile on ResDiary.com, College staff have no access to this additional information. ResDiary is the controller for this personal data.

We collect feedback about your experience of The Westerly and Salt & Barrel restaurants only where you choose to complete a Feedback Form. Feedback will be anonymised.

If you were to withhold the information we require for this process, the consequences would be:

We would not be able to process your booking.

Who do we share your information with?

Your personal information will be shared with the following organisations or college departments:

- ResDiary.com - our current bookings management system provider
- Trained medical staff and external emergency services in the event of a medical emergency.

We will not share your personal information with any third parties or use the information provided for any purpose other than outlined above.

Details of data transfers to any third countries or international organisations

Your information will not be shared outside of the UK.

How do we look after your information and how long do we keep it for?

We will take all reasonable steps to prevent the loss, misuse or alteration of information you give us. Your personal information will be stored securely and will only be accessed by authorised staff, agents, contractors and other organisations who have a business need to know. They will only process your personal information on our instructions, and they are subject to a duty of confidentiality and must comply with data protection law.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

Your information will be held on the booking system/ResDiary portal to allow us to manage repeat bookings. We remove all personal data (listed above under 'What information do we collect about you?') from the booking system/ResDiary portal every two years in line with housekeeping procedures. You will then be required to provide your contact details again for any future bookings made directly with either Westerly or Salt & Barrel.

Automated individual decision-making processes, including profiling.

We do not use any automated individual decision-making about you.

Your rights

Under Data Protection legislation you have certain rights in relation to how the College manages and uses your personal information:

- The right to be informed (this is the Privacy Notice)
- The right to access your personal data
- The right to rectification if the personal data we hold about you is incorrect
- The right to restrict processing of your personal data

In addition, the following rights apply only in certain circumstances:

- The right to withdraw consent at any time (if consent is our lawful basis for processing your data)
- The right to object to our processing of your personal data
- The right to request erasure (deletion) of your personal data
- The right to data portability
- The right not to be subject to automated decision making including profiling.

For more information about your rights please see www.ico.org.uk.

Contact us

If you have any issues about this notice or the way the College has handled your personal information, please contact our Data Protection Officer in the first instance:

email: dataprotection@ayrshire.ac.uk

Telephone: 0300 303 0303 or write to:

Data Protection Officer
Ayrshire College, Kilmarnock Campus
Hill Street
Kilmarnock
KA1 3HY

Complaints to UK Information Commissioner's Office (ICO)

If you are dissatisfied with the response from the College, you have the right to lodge a complaint with the (ICO) about our handling of your personal data:

Email: [Contact ICO Online](https://ico.org.uk/for-the-public/complaints)

Telephone: 0303 123 1113 or write to:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

September 2024