DULWICH COLLEGE
EVENTS

DATA PROTECTION: PRIVACY NOTICE - EVENTS

1. Introduction

The Dulwich College Events business is operated by Dulwich College Enterprises Ltd (DCE) (company number 3039344), which is a subsidiary of Dulwich College (company number 08208764). DCE's registered address is Dulwich College, Dulwich Common, London, SE21 7LD.

During the course of the management of events, DCE processes personal data (which may be held on paper, electronically, or otherwise) about its clients and recognises the need to treat it in an appropriate and lawful manner, in accordance with Data Protection Legislation[1] .

This Privacy Notice explains how DCE uses (or "processes") the personal information (or data) of the clients and prospective clients of the Events business and their guests. This notice should be read alongside any other information that DCE may provide about a particular use of client's personal data and in addition to any other policy documents or contractual terms and conditions that may apply to individual clients.

2. What personal data do we gather?

The personal data of our clients and prospective clients that we handle includes:

- name and contact information,
- preferred communication method,
- bank details,
- credit card details,
- names of guests.

We may also collect the following information:

- ***Dietary requirements:*** Where we are arranging the catering for an event we will need information about any special dietary requirements of those attending.
- ***Disability – Access information:*** We need information about any disabilities that may affect access (e.g. wheelchair users needing a ramp).

[1] The General Data Protection Regulation as retained and applied in the UK ("UK GDPR") and Data Protection Act 2018 and all other data protection law and regulations

- ***CCTV:*** Dulwich College uses CCTV for security reasons. If you have any queries in relation to the use of CCTV at the College please let us know.

- ***Photographs:*** Many of our clients send us photographs of their events afterwards (which, with client consent, may be used by us for marketing purposes).

- ***Client feedback and surveys:*** We ask clients for feedback and periodically ask clients to complete surveys that we use for research purposes. You do not have to respond to these requests.

3. How do we acquire your personal data?

We generally acquire most personal data directly from our clients and prospective clients, but we may also receive it from:

- Third party websites (e.g. venue finding agencies)

- Our clients' caterers and other suppliers

4. What do we do with personal data collected from you?

We use your personal data for the purposes of our discussions with you regarding your event and (if you make a booking with us) to perform our contractual obligations to you, including:

- to respond to your queries, comments, complaints and requests; and

- to deliver any services, products, information requested by you.

For example, we may put your name(s) on directional signage at the College to enable your guests to find their way to your event.

We will also use the information in the course of collecting any payments that may be due from you.

We also have a legitimate interest in processing your data for the following purposes:

- to enable third parties to carry out technical, logistical or other functions on our behalf;

- to prevent or detect fraud or other crime;

- to aid in the identification and prosecution of offenders; and

- to prevent or detect abuses of our website and IT systems.

On occasion (with their consent) we use client photographs and quotes in our marketing material.

5. Information sharing

Information about our clients and prospective clients is an important part of our business and we do not sell it to others. We do, however, need to share information with others as described below.

- **Dulwich College**

We receive administrative support in a number of areas from Dulwich College (including financial, HR, accounting and legal). Your personal data may be shared with Dulwich College in those contexts.

If your booking involves the use of residential accommodation at Dulwich College, we will give the name of your guests staying in the boarding houses to the boarding house staff.

- **Our Caterers**

If we are arranging catering for your event, we will need to share information about your and your guests' special dietary requirements (if any) with the caterers.

- **Suppliers and sub-contractors**

We may need to share information with other companies and individuals who are performing functions in relation to your event (e.g. lighting, music, entertainment).

Third party service providers only have access to personal data needed to perform their functions but may not use it for other purposes. Further, they must process the personal data in accordance with this Privacy Notice and as permitted by Data Protection Law.

- **Southwark**

If your event is a wedding, we may need to liaise with Southwark Registry Office.

- **IT systems**

A number of the College's IT systems are provided by third parties who are based or use servers outside the European Economic Area (e.g. providers of hosted databases, websites, communication and management information systems). We take steps to put in place suitable safeguards to protect your personal information when processed by such suppliers.

- **Compliance etc.**

We also release personal data when we believe release is appropriate to comply with the law; enforce or operate our contracts; or protect the rights, property or safety of DCE or others. This includes exchanging information with other companies and organisations for fraud protection and credit risk reduction. Obviously, however, this does not include selling, sharing or otherwise disclosing personally identifiable

information from clients for commercial purposes in a way that is contrary to the commitments made in this Privacy Notice.

- **What about links to other websites?**

Our website may include links to other websites. We do not provide any client personal data to these advertisers or third-party websites.

6. How long do we keep personal data?

We retain personal data securely and only in line with how long it is necessary to keep for a legitimate and lawful reason. For example, we need to keep financial records for at least 6 years for tax purposes.

7. Your rights

Individuals have various rights under Data Protection Law, including the right to access their personal data (a "subject access request") and in some cases to ask for their personal data to be erased or amended or for DCE to stop processing it (subject to certain exemptions and limitations).

Any individual wishing to access or amend their personal data or wishing it to be transferred to another person or organisation should put their request in writing to: The Head of Events, Dulwich College Enterprises Ltd, Dulwich College, Dulwich Common, London SE21 7LD.

DCE will endeavour to respond to a subject access request as soon as is reasonably practicable and in any event within statutory time-limits. DCE will be better able to respond quickly to smaller, targeted requests for information. Please note that certain data is exempt from the right of access. This may include information which identifies other individuals, or information which is subject to legal professional privilege.

8. Data accuracy

DCE will endeavour to ensure that all personal data held in relation to an individual is as up to date and accurate as possible. Please notify the Head of Events of any significant changes to important information, such as your contact details.

An individual has the right to request that any inaccurate, out-of-date or irrelevant information about them is erased or corrected (subject to certain exemptions and limitations under Data Protection Law).

9. Security

DCE will take appropriate technical and organisational steps to ensure the security of personal data about individuals, including policies around use of technology and devices, and access to our systems. All staff will be made aware of this policy and their duties under Data Protection Law and receive relevant training.

10. **Queries or complaints**

If you have any queries about this Privacy Notice, please contact legal@dulwich.org.uk.

If you believe that DCE has not complied with this Notice or acted otherwise than in accordance with Data Protection Law, you should notify the Clerk to Governors with details of your complaint. You can write to Clerk to Governors, Dulwich College, Dulwich Common, London SE21 7LD or email: legal@dulwich.org.uk. DCE will acknowledge your complaint within 30 days of receipt. DCE will investigate and inform you of the outcome of your complaint without undue delay and keep you informed of progress as necessary.

If your complaint is not resolved to your satisfaction, or you believe that DCE has not handled it appropriately you have the right to take the complaint to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (Tel: 0303 123 1113 Website: www.ico.org.uk/concerns). Please note that the ICO recommends that steps are taken to resolve matters with the relevant organisation first, before involving the ICO.

Policy Owner:	Clerk to the Governors
Last Reviewed:	June 2026
Date of Next Review:	Academic Year 2026-27