Shetland UHI is the Data Controller of the information collected for General Enquiries and Room Bookings. Our address is Shetland UHI, Gremista, Lerwick, Shetland, ZE1 0PX. Phone: 01595 771000.

Our Data Protection Officer can be contacted at [dataprotectionofficer@uhi.ac.uk](mailto:dataprotectionofficer@uhi.ac.uk)

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| This privacy statement relates to the use of personal data supplied by individuals making a room booking, course or other enquiry though the Shetland College website, via social media, by email, by telephone, or by other means. |

We will use your information to:

• Fulfil your enquiry, request or booking

• Fulfil your request to be added to a course waiting list

• Send you further relevant information about our courses and services or to assist you as you require.

**The legal basis on which we use your personal data is Legitimate Interest.**

If you were to withhold the personal information, we would be unable to fulfil your enquiry or request.

We will not disclose your data to any third-party organisations.

It may be necessary to pass your query on to a member of staff in the UHI Executive Office or one of the UHI Partner Colleges to allow us to give you the best response.

We do not collect special category (sensitive) data. However, if you disclose this to us during your enquiry, we will not share it with others when processing your request, unless you give your consent to this.

Your data may be retained for one year after the completion of your enquiry or request.

If you wish us to delete your information sooner, please let us know by contacting our DPO at [dataprotectionofficer@uhi.ac.uk](mailto:dataprotectionofficer@uhi.ac.uk) and let them know it was a General Enquiry.

Your rights: The following rights are rights of data subjects:

• 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 your personal data The following rights only apply 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

You also have the right to lodge a complaint with the Information Commissioner’s Office (ICO) about our handling of your data. The ICO is the UK’s independent authority set up to uphold information rights in the public interest. Their website is <https://ico.org.uk/>