



PRIVACY NOTICE

CHATBOT

This notice covers the processing of personal data by New College Lanarkshire when you use our CHATBOT automated and live service via our website.

The data controller for the information being processed is New College Lanarkshire. Our registered office is 1 Enterprise Way, Motherwell ML1 2TX.

If you have any concerns or queries about how we use your personal information you can contact our Data Protection Officer at data.protection@nclan.ac.uk

How we use your information

We will use your information to communicate with you about your query.

Our lawful basis for using this information is **legitimate interests**. We have a legitimate interest in processing your personal data to be able to respond to your query.

Personal information processed

- Name (the name you choose to enter into the chatbot during a live chat)
- Contact details (only where you request to be contacted via telephone or email)
- Details of your query (We recommend not entering any personal data, especially sensitive data into the CHATBOT.)

Sharing your information

To allow the chatbot to interpret your query and provide answers, the contents of your chat will be shared with Microsoft Azure cognitive services, Google natural language processing services, Bing search and Bing spellchecker services.

Our intention is not to seek your personal data when using the chatbot, however if you chose to enter personal data this will be shared with those services.

Retention

Chatbot transcripts will be retained for up to 12 months from close of the query.

We retain statistical information about the Chatbot service, this does not contain any personal data.

Your Rights

You have rights in relation to the personal information the college use. You can access information on these rights and how to use them on the Data Protection section of our website:

<https://www.nclanarkshire.ac.uk/us/data-protection/data-subject-rights>