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#### Version Control Table

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1.0	Approved document	C Milne, Head of Information Assurance and Governance	03 January 2018
1.1	Minor updates: award ceremonies updated	C Milne, Head of Information Assurance and Governance	12-Feb-18

FUNCTION	ACTIVITY	SCOPE	SCOPE INCLUDES	DEFINITIONS	NOTES	NOTES	LEGAL BASIS FOR PROCESING (ARTICLE 6 OR ARTICLE 9)
[COMMERCIAL SERVICE] MANAGEMENT		The function of providing the [commercial service]		<i>Commercial service</i> means a service which is provided in exchange for income. Users/customers of the service may be institutional staff or students, the public or external organisations.	<p>This is a generic business classification scheme for the function of providing a commercial service. It is a framework which can be customised to produce a specific business classification scheme for any type of commercial service which the institution provides.</p> <p>Commercial services provided by HEIs include: catering services; childcare services; conference services; graphic design services; holiday accommodation services; laboratory testing/analysis services; leisure services; library and information services; media production services; photographic services; printing services; retail services.</p> <p>Identifying and defining all the activities involved in delivering all the possible services that an institution could provide is outside the scope of this Business Classification Scheme.</p> <p>This function is intended to cover only the <u>substantive</u> (i.e. 'core business') aspects of providing a commercial service. A business unit which provides a commercial service will also undertake functions which appear elsewhere in this business classification scheme (e.g. Finance Management).</p>		Article 6, Contract 1(b).
[COMMERCIAL SERVICE] MANAGEMENT	[Commercial Service] Operations Management.	The activities involved in operating/providing the [commercial service].	The activities involved will depend on the type of service being provided.		<p>Some activities are common to many types of commercial services (e.g. handling enquiries; pricing). Other activities are specific to particular types of services. The institution should identify and define the activities associated with each service that it provides.</p> <p>This single activity of 'Operations Management' may be replaced by a number of specific activities, depending on the complexity of the service being provided.</p>		Article 6, Contract 1(b).
[COMMERCIAL SERVICE] MANAGEMENT	Guest registration [Hotel accommodation].	All persons over the age of 16 to provide details of name and nationality.	Foreign nationals i.e. aliens as defined by the UK British Nationality Act 1981, to provide passport and next destination details, unless they are a citizen of the Irish Republic, the Commonwealth, or Territories projected by the Crown.			The Immigration (Hotel Records) Order 1972, No.1689.	Article 6, Legal obligation 1(c).
[COMMERCIAL SERVICE] MANAGEMENT	[Commercial Service] Customer Relations Management.	The activities involved in establishing and managing relationships with customers.	Activities include: handling enquiries; handling customer complaints NB customer complaints for commercial services fall outwith the SPSO Model Complaint Handling Procedures; conducting customer surveys.				Article 6, Contract 1(b).