

Privacy Notice for Covid-19 questions project

Who we are

St George's University of London is the 'Controller' of the personal data that you provide us with, and is registered with the Information Commissioner's Office (ICO) for the purposes of UK data protection legislation, registration number Z5770328.

About the Covid-19 questions project

St George's has been one of the major centres in the UK that tests Covid-19 vaccines for safety and effectiveness. So far, the vaccines have saved thousands of lives during the pandemic, but we understand that some people may still have concerns.

As such, in collaboration with our colleagues in St George's University Hospitals NHS Foundation Trust, scientists and clinicians, who work with Covid-19 every day, we're inviting the public to submit their questions about the Covid-19 vaccine(s) to our experts via our website.

How to contact us

If you have any queries about how we are using your personal data you can contact the Lead for this project, Julian Ma, Director of the Institute for Infection and Immunity, St George's, University of London, by:

- emailing jma@sgul.ac.uk
- phoning 020 8725 5818.

What information we collect from you and why

The following table sets out what personal data we will gather in the [first form](#), where users can submit their questions, and why we want to collect this.

Data	Reason
First and last name	To be able to address the user upon giving a reply to their question.
Email address	To be able to reply to the user and answer their question about Covid-19 vaccine.
User's question about the Covid-19 vaccine	To allow the user to submit their question to one of our experts.

The following table set out what personal data we will gather in the [second form](#), which is sent to users after their question has been answered, and why we want to collect this,

Data	Reason
First and last name	To identify who is answering the follow-up survey.
Relationship to St George's	In order to learn more about our and the wider community, and who has questions about the Covid-19 vaccine.
Gender	To learn more about the person who has submitted a question about the Covid-19 vaccine.

Ethnic group	To learn more about the person who has submitted a question about the Covid-19 vaccine.
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All questions on the follow-up survey are optional (and the survey itself is optional too). This means that if a user does not wish to provide this information, they don't have to.

How we use your information

We keep your information securely stored on our servers where access is restricted to authorised staff only.

We will use your data to provide a personalised response to your question about the Covid-19 vaccine via email. The data provided in the follow-up survey will be used to understand more about who is enquiring about the vaccine.

How we obtain your information

Data for this project is collected at two points, the first by users submitted their details and questions via this online webform:

www.sgul.ac.uk/research/have-your-covid-19-vaccine-questions-answered#webform

A follow-up survey is then sent to people who have submitted a question, inviting them to give more information about themselves and whether their question was answered effectively by our experts:

www.sgul.ac.uk/research/have-your-covid-19-vaccine-questions-answered/follow-up-survey

Who we share your information with

The main person who will have access to this data is the project lead, Julian Ma, Director of the Institute for Infection and Immunity at St George's, University of London.

Users can also select if they would like another expert to specifically answer the question they submit. Therefore, some of their data may also be shared with:

- Professor Paul Heath, Director of the Vaccine Institute at St George's, University of London
- Professor Nidhi Sofat, Professor of Rheumatology, St George's, University of London
- Dr Melanie Etti, expert on vaccines and infectious disease prevention and control
- Professor Tariq Sadiq, Researcher in the Institute for Infection and Immunity at St George's, University of London
- Dr Arjuna Singanayagam, Senior Lecturer at St George's, University of London.

As the data is gathered through the www.sgul.ac.uk website, those with access to this within St George's, University of London will be restricted to authorised persons only.

A copy of your form submission is also held in our website's content management system, which is provided by an external supplier called Zengenti. The form data is stored on Zengenti's own secure servers, which are based in the UK. We have a contract in place with Zengenti covering the protection and security of any University data stored on their systems.

How long we keep your information for

Your data will be kept for 1 year from the launch of the campaign (9 December 2021).

Following this all personal identifiable data gathered will be deleted from our systems via an automated process set up on our webforms

What your rights are

You have a right to access your personal data, to object to the processing of your personal data, to rectify, erase, restrict and port your personal data.

To request a copy of the personal data we hold for you please the Lead of this project, Julian Ma, Director of the Institute for Infection and Immunity, St George's, University of London, by:

- emailing jma@sgul.ac.uk
- phoning **020 8725 5818**.

If you have queries about any of your other rights regarding our use of your personal data you should contact the University's Data Protection Officer.

The Data Protection Officer can be contacted by:

- emailing dataprotection@sgul.ac.uk
- phoning **020 8725 0668**.

How to make a complaint

If you are unhappy with the way in which your personal data is being processed you may, in the first instance, lodge a complaint with the University Data Protection Officer using the contact details above.

If you continue to have concerns thereafter you have the right to contact the Information Commissioner for a decision. The Information Commissioner can be contacted by:

- telephone **0303 123 1113**
- website <https://ico.org.uk/make-a-complaint/>