

External Relations, Communications and Marketing (ERCM) case study and testimonial privacy policy

Privacy Notice

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.

How to contact us

If you have any queries about how the External Relations, Communications and Marketing (ERCM) team is using your personal data you can contact us by email at communications@sgul.ac.uk or by telephone on 0208 725 5180.

What information we collect from you and why

The University's External Relations, Communications and Marketing (ERCM) team collects personal data you share with us for the purpose of promoting the work of St George's, University of London to specific audiences, including to students (prospective and current), staff, alumni and others connected to the University community, including the general public.

This information may include your name, age, course details, your experiences and opinions of studying or working at St George's, undertaking placement activities and your educational background. You may also choose to share details of both short and long-term health conditions which have impacted on your studies and/or led to your decision to study at St George's.

We may ask you to provide additional contact information for the team for the sole purpose of contacting you to be interviewed for more information about your experiences and opinions.

The University seeks to promote its work among key audiences, as well as the general public, to enhance its reputation among these groups. Your consent to this processing forms the lawful basis for our using your personal information.

How we use your information

We may use your personal information in a number of media, including on the St George's, University of London website; through the University's social media channels; the University's internal communications channels such as e-newsletters; and printed publications such as prospectuses, magazines or other promotional material. Through these channels, the University may make your personal information available to the general public.

Personal information you provide to us may be used in conjunction with photographs, drawings, video or sound recordings and/or other forms of illustration through these media.

You have the right to review material for publication prior to it being published through ERCM department and consent for publication can be rescinded at any time. However,

material which has already been released, for example through publication through social media, may not be possible to retrieve once published.

How we obtain your information

We will collect information directly from you, which may be collated with information from other public information from other organisations or sources (e.g. announcement of an award or external appointment) to produce media published through the University's website and through its social media channels.

You have the right to review this material for publication prior to it being published through Communications department and consent for publication can be rescinded at any time.

Who we share your information with

Through publication through the University's website, social media channels, printed publications, e-newsletters and other channels, your personal information will be available to staff, students and alumni of St George's, University of London, as well as the general public.

Through publication through these channels, your personal information may be shared with third-party software platforms including, but not limited to, Facebook, Twitter, LinkedIn and Instagram, as well as email distribution software provider, Poppulo.

With your consent, we may share contact details, i.e. email address and phone number, with journalists based in the UK seeking to interview students or alumni about their experiences of higher education, or other organisations seeking students or alumni as case studies who might share their experiences.

How long we keep your information for

Your personal data will be kept for three years, at which point it will be removed from the University's website and files. We may ask, with your consent, to keep case study/testimonials on file for a longer period.

Data will be stored prior and following publication in a password protected email account and/or in files on servers hosted by the University.

However, data already published through the University's website and social media channels, as well as hard copy publications, may not be possible to remove.

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 contact the University Data Protection Officer using the contact details above.

If the personal information we hold for you needs correcting or updating you can request this by contacting the Communications team on communications@sgul.ac.uk

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 email at dataprotection@sgul.ac.uk or by telephone on 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 as below:

Helpline: 0303 123 1113

Website: <https://ico.org.uk/make-a-complaint/>