

Privacy Notice

Page Introduction

At St George's, University of London, we are committed to protecting and respecting your privacy. When you supply any personal information to St George's, University of London we have legal obligations towards you in the way we deal with that data. We must collect the information fairly, explain how we will use it and tell you if we want to pass the information on to anyone else. This notice sets out how any personal data you provide us will be processed.

For additional information regarding our services and on how we use cookies please refer to our [Terms & Conditions](#).

Who we are

St George's, University of London is a higher education institute located in Tooting, South London, and is a member of the University of London. We are the 'Data Controller' of the personal data that you provide us with, and we are 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 would like more information about how we collect, use and store your personal data, you can contact our university Data Protection Officer at:

Email: dataprotection@sgul.ac.uk

Tel: 020 8725 0668

Address: Data Protection Officer, Information Services, St George's University of London, Cranmer Terrace, LONDON SW17 0RE

What information we collect from you and why

We collect your personal data when you make an enquiry, order a prospectus, book an event, call our enquiries team, sign-up for marketing communications.

The data we collect includes details you provide to us, such as your name, your email, phone number, course preference, and your addresses. We use this data to:

- Respond to your enquiry, fulfil and process your request;
- Process and manage your event booking;
- Provide any additional information relevant to your enquiry about St George's University of London;
- Provide you with help and assistance via our Enquiries Team.

Under the Law, we must have a valid legal basis to process your data. In most instances, we will process your data because we have consent from with you e.g. to process your event booking, or to provide you with other services you have requested. We will also use your personal data to send you relevant communications with information and activities that we believe may be of interest to you where we have a legitimate interest in communicating with you. You can unsubscribe to these communications from us at any time.

[Where we store your information and who we share your information with](#)

Your personal data will be processed by St George's University of London as the data controllers. We keep your information securely stored where access is restricted to authorised staff only.

We may also occasionally retain the services of external suppliers to help meet our business needs and may share your data with these suppliers. These suppliers have been selected after a rigorous evaluation process and chosen for their security, reliability and competence. They will process your data only under our instructions. Some of these suppliers may be based in non-EU countries. Where this is the case, the transfer of your personal data to these countries is carried out in compliance with the guarantees provided by law.

Currently the external suppliers we use are:

- Akero, to securely store personal data collected through web/course enquiry forms.
 - [Akero privacy policy](#)
- Eventbrite, to collect personal details for event registration.
 - Eventbrite terms and conditions
 - [Eventbrite privacy policy](#)
- MailChimp, to send outbound email communications.
 - [MailChimp privacy policy](#)

You data will never be shared with anyone outside of St George's University of London or it approved suppliers, without first obtaining your consent, unless we are obliged or permitted by law to disclose it.

[How long we keep your information for](#)

We keep your personal data for a limited period of time in line with our data retention schedule. The specific retention period will vary according to the reason for processing your personal data. After this period, your data will be permanently erased or otherwise irreversibly rendered anonymous, unless the law permits or requires that we retain it for longer. The retention period varies depending on the purpose of the processing. For example, the data

provided for making an enquiry is retained for 5 years, while those data used to send you our marketing communications are retained until you ask to be unsubscribed

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, or to correct or update this data, please contact the University Data Protection Officer using the contact details above.

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.

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/for-the-public/raising-concerns/>

Changes to our privacy policy

Any changes to our privacy policy will be posted on the St George's website, and where appropriate notified to you by email.

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