

Privacy Policy

For Individual Grant or Bursary Applicants

This privacy notice explains what personal data is collected by Greenwich Hospital in relation to our individual grant and bursary activities.

Who we are

Greenwich Hospital (referred to as 'we', 'our', or 'us' in this Privacy Notice) is the data controller responsible for your personal data and for ensuring that we only collect and use personal information necessary for our interaction with you and for maintaining the necessary standards to protect your personal information.

You can contact us by e-mailing our privacy officer at enquiries@grenhosp.org.uk or write to the privacy officer at:

Greenwich Hospital
3rd Floor, 1-2 Bolt Court
London, EC4A 3DQ

The data we collect about you

Personal information is any information that can be used to identify a living person. We may collect and process the following information about you as an individual applying for a grant or bursary from us:

- Contact details – first name, last name, address, email address, telephone number
- Gender and date of birth
- Information about your personal circumstances including reasons for the application
- Family information including the names and ages of family members
- Information about your financial circumstances
- Images
- Information about educational history attainment
- Service/RN affiliation
- Special category data which might include information about your racial or ethnic origin, health, and medical conditions, religious or philosophical beliefs
- Criminal offence data which might include information about criminal offences, allegations, proceedings, or convictions.
- Evaluation data, including feedback you share with us about the difference the grant has made.

How we get your personal information

We collect data from and about you in different ways, depending on whether an application is made on your behalf by another charity or organisation or if you apply directly to us.

Where an application is made on your behalf, we collect information via the SSAFA run Mosaic database or the relevant educational establishment or other organisation and also from follow up phone calls and e-mails with the relevant organisation.

Where an application is made to us directly, we collect data via forms, telephone calls or e-mails.

Very occasionally, we get direct referrals from friends, family, or work colleagues. In these circumstances we ask that they encourage applicants to be in touch directly or via SSAFA, the relevant charity, educational establishment or organisation.

Why we collect your data and how we use it

We only use your data when the law allows us to. The lawful bases we rely on for using your personal data are where it is necessary for our **legitimate interests** and where you have given us your **consent**.

Where it is necessary for our **legitimate interests** (or those of a third party) and your interests and fundamental rights do not override those interests and we use the information in ways you would reasonably expect.

Our legitimate interests for processing

- We provide grants and bursaries designed to meet the needs of serving and veteran RN personnel and their families.
- We use your personal information so that we can assess your application and make and manage awards, monitor, and evaluate the impact of our grant making, raise public awareness and inform our strategy and administer our organisation and manage our relationship with you and referring organisations.
- We will use your personal information to enable the proper administration, governance and management of Greenwich Hospital and the pursuit of our objects.

Where you have given us your **consent**:

- When an application is made on your behalf, we ask the referrer to verify they have got your consent to share your data. We ask for consent as an additional legal safeguard as we sometimes use special category or criminal offence data.
- We only use this information if you want us to know about it to support your application. If someone is applying on your behalf, we ask the referrer or caseworker to verify they have your consent to share the information and we only ask for the necessary information to be shared with us, to enable us to assess and award grants.
- We will also only send you information about other Greenwich Hospital awards and assistance via e-mail or telephone with your consent.
- Only with your explicit consent, we may use your personal data in case studies to raise awareness of our work and its impact.
- You have the right to withdraw consent to us processing this data at any time, but where you do so in relation to your application, this might impact our ability to assess your application as we will not have all the relevant facts.

Where we process special category data, the additional legal basis we rely on to do this is **explicit consent**.

Where we process criminal offence data, the additional legal basis we rely on to do this is **explicit consent**.

Sharing your personal information

Sometimes we have a legal duty to provide personal information to other organisations. We only share information if necessary and where we have a legal basis for doing so.

With your consent we may share your information with other charities who may be able to offer assistance.

We may share your personal information with organisations who help us deliver our services and run our organisation. When we do this, we will have an agreement in place to make sure that organisation complies with data protection law to keep your information safe and is only used for the intended purpose. For example:

- We may share your personal data with Microsoft 365, Blackbaud and Xero who provide cloud based internal office systems and databases.
- We may share your personal data with auditors as they check to ensure our systems and processes are robust and lawful.
- We may share your data with the Royal Hospital School if you are applying for or hold a Greenwich Hospital Bursary.

How we look after your personal information

Most personal information we collect and use is stored on systems in the UK. On occasion, your information may leave the UK as part of the Microsoft 365, Blackbaud and Xero cloud based internal office systems and databases. When this happens, we make sure that these providers have confirmed that appropriate safeguards are in place to ensure that the required level of data protection is in place and any international data transfers are carried out in compliance with applicable data protection legislation.

We make sure the records we hold about you are kept securely and only available to those who have a right to see them. We do this by controlling access to systems and networks, training staff so they understand how to look after your information, putting in place controls over where data is stored and deleting personal information when it is no longer needed.

How long we keep your personal information

We only keep your information as long as we need to in line with our retention schedules, in most cases no longer than seven years after our last contact with you. Sometimes the law states how long we must keep personal information. Some personal data may be kept indefinitely as it is stored in the National Archives for reasons of historic interest.

Your rights

You have a number of rights in relation to the personal information we collect and use about you.

- You can ask for access to a copy of the personal information we have about you.

If you would like a copy, please contact us at enquiries@grenhosp.org.uk

We cannot share any information which contains personal information about other people or information a professional thinks will cause serious harm to you or someone else's physical or mental wellbeing.

- You can ask us to change information you think is inaccurate in some circumstances
- You can ask for your information to be deleted in some circumstances
- You can ask us to limit what we use your personal data for in some circumstances
- You can object to our use of your personal information in some circumstances
- You can ask for a copy of your personal information in an agreed format so that you can reuse it or transfer it in certain circumstances
- You can ask us if we use automated decision making or profiling when using your information
- You have the right to withdraw your consent where we rely on your permission to use your personal information.

How to exercise your rights

You can exercise any of these rights, ask questions about how we use your personal data or complain by contacting us at 3rd Floor, 1-2 Bolt Court, London, EC4A 3DQ.

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You can also write to our Privacy Officer at enquiries@grenhosp.org.uk

If you think we have dealt with your information inappropriately or unlawfully, you have the right to complain to the Information Commissioner's Office (ICO) at:

Information Commissioner's Office
 Wycliffe House
 Water Lane
 Wilmslow
 Cheshire
 SK9 5AF

Website: www.ico.org.uk