

Greenwich Hospital

Privacy Notice – General

This privacy notice explains what personal data is collected by Greenwich Hospital in relation to your interactions with us.

For individuals applying for and receiving grants and bursaries, please click here for the relevant privacy notice.

For organisations applying for and receiving grants (and their beneficiaries) and organisations contracted to provide services to beneficiaries on our behalf, please click here for the relevant privacy notice.

For individuals applying for a job with or working for Greenwich Hospital, please click here for the relevant privacy notice.

For personal data collected and used in relation to the Royal Hospital School, please click [here](#) for the relevant privacy notice.

For personal data collected and used in relation to Greenwich Market, please click [here](#) for the relevant privacy notice.

Who we are

The Greenwich Hospital is the data controller and is responsible 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 personal information 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 personal information about you when you interact with us.

General interactions with us

- Your name and contact details
- Personal information relating to your contact with us.

Contractors or suppliers of professional and other services

- Your name and contact details
- Bank and payment details

You may be under a contractual obligation to provide this information

Tenants

- Your name and contact details

You may be under a contractual obligation to provide this information.

Members of Advisory Board and Panel, other advisory role holders and Governors of Royal Hospital School

- Name and contact details
- Biographical and health information relating to your application, the role, and ongoing interests
- Photo

Employees of the Ministry of Defence or Royal Navy or other organisations who interact with us

- Name and contact details
- Photo
- Biographical information
- Photos of GH Prize Winners family members

Referees and Next of Kin

- Name and contact details
- Job Title

How we get your personal information

We collect personal information about you when you interact with us. We do this in a number of different ways including application and procurement processes and through conversations and e-mails. We may be given this information by a third party such as your employer or via another organisation you are connected with.

Why we collect your personal information and how we use it

We only use your personal information when the law allows us to. The lawful bases we rely on for using your personal information are as follows:

Where it is necessary for the performance of a **contract**

- We use your personal information so that we take steps to enter into a contract with you, so we can meet our mutual obligations under the contract and so we can monitor the performance of our contract with you.

Where it is necessary for us meet a **legal obligation**

- We may use your personal information to enable us to meet our statutory obligations e.g., our obligations under the Equalities Act 2010

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 may use personal information such as your name and image in material to explain and promote our work and activity and our impact.
- We will use your personal information to enable the proper administration, governance and management of Greenwich Hospital and the pursuit of our objects.

Where we process special category data, the additional legal basis we rely on to do this is **Employment, social security, and social protection.**

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. For example, with central government as part of the public appointments procedures. We may share your information within Greenwich Hospital and Royal Hospital School.

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, Xero, Blackbaud and ContractZen as they provide our 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 information with other professional advisors.
- If you are a Greenwich Market tenant, we may share your information with Visit Greenwich.

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, Xero, Blackbaud and Contract Zen 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.

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 6 years after our last contact with you. Some information in relation to Board and Panel members and RHS Governors is kept permanently. Personal information in relation to complaints may be kept for up to 10 years and data subject rights requests for up to 7 years. 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 Gate House, 1 Farringdon Street, London, EC4M 7LG.

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