

Guildhall School of Music & Drama

General Privacy Notice



This policy is of relevance to all users of the School's services

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Privacy Notice

The Guildhall School is a department of the City of London Corporation ("the City of London"). This general privacy notice covers those activities unique to the Guildhall School and administered independently of other departments in the City of London. The City of London's privacy notice can be found at www.cityoflondon.gov.uk/privacy.

The Guildhall School is committed to protecting your privacy; this privacy notice explains how we use information about you and how we protect your privacy. If you have any concerns or questions about how the School looks after your personal information please contact the City of London's Data Protection Officer, also the Comptroller and City Solicitor, Michael Cogher, at information.officer@cityoflondon.gov.uk or alternatively contact the School [see our website at gsmd.ac.uk/privacy for most up to date contact details].

Activities unique to the Guildhall School covered by this notice:

- The provision of Higher Education programmes and widening participation activities supporting recruitment to higher education
- Academic Research
- The provision of under-eighteen educational activities in Junior Guildhall, CYM London and the LSSO, CYM Taunton, CYM Saffron Waldon
- The provision of short courses and other enterprise activities
- The provision of knowledge exchange events
- Advancement activities supporting the above, including marketing, fundraising and alumni support, and the promotion of performance events

There are specific privacy notices covering these activities (see 3 below).

1. Your personal information

Personal information is anything that directly or indirectly identifies and relates to a living person, such as a name, address, telephone number, date of birth, unique identification number, photographs, video recordings (including CCTV) etc.

Some personal information is 'special category data' and needs more protection due to its sensitivity. In the context of the School's activities, this includes any information about an identifiable individual that can reveal their physical or mental health, sexuality and sexual health, religious or philosophical beliefs, racial origin, ethnicity. Personal information relating to criminal offences and convictions, although not 'special category data', is still sensitive in nature and merits higher protection.

2. Why do we need your personal information?

We may need to use some information about you to:

- Deliver our education services and support improvements to the student experience
- Enable us to provide education and support services to our students and staff;
- Undertake academic research
- Undertake widening participation activities
- Deliver short courses and continuing professional development
- Meet statutory or regulatory reporting and/or monitoring requirements
- Manage our accounts and records
- Advertise and promote the School, events and the services we offer
- Publish School promotional literature
- Support alumni relations
- Help investigate any concerns or complaints you have about our activities
- Undertake fundraising activities
- Achieve the objectives set out in the School's strategic Plan
- Provide data to third parties in support of the above.

3. How the law allows us to use your personal information

There are a number of legal reasons why we need to collect and use your personal information in different circumstances.

Generally, we collect and use personal information where:

- you have entered into a contract with us
- you, have given consent
- it is necessary to perform our statutory duties or other legitimate purposes
- it is necessary to protect someone in an emergency
- it is required by law
- it is necessary to deliver support services
- you have made your information publicly available
- it is to the benefit of society as a whole

- it is necessary to protect public health
- it is necessary for archiving, research, or statistical purposes

This privacy notice is provided in a layered format, and the link below will provide you with more detail in relation to the collection and use of personal information, for specific Guildhall School activities.

Advancement Privacy Notice

CYM & LSSO Privacy Notice

Enterprise and Knowledge Exchange Privacy Notice

External professionals and freelancers (including External Examiners)

Higher Education Student Privacy Notice

Junior Guildhall Privacy Notice

Research Participants

Website privacy notices

If you are unable to identify any specific activity of the School or have any queries regarding any of the more detailed information provided, please contact the School [see our website gsmd.ac.uk/privacy for the most up-to-date details].

4. Consent

If we have consent to use your personal information for any particular reason, you have the right to remove your consent at any time. If you want to remove your consent, please contact the relevant School contact [see our website gsmd.ac.uk/privacy for the most up to date contact details] and tell us which service you are using, so we can deal with your request.

Under18s

If you are under 18 we will ask you to confirm that you have your parent/guardian's permission to provide this personal data and, where applicable, to engage in a contractual relationship with the School. If you are under 13 you should not provide us with personal data and should ask your parent guardian to complete any forms on your behalf.

5. Your rights regarding your personal information

The law gives you a number of rights in relation to what personal information is used by the School, and how it is used. These rights are listed below, and full details can be found in the City of London's Data Subject Rights Policy, www.cityoflondon.gov.uk

You can ask us to:

- provide you with a copy of the personal information that we hold about you;
- correct personal information about you which you think is inaccurate;
- delete personal information about you if you think we no longer should be using it;

- stop using your personal information if you think it is wrong, until it is corrected;
- transfer your personal information to another provider in a commonly used format;
- not use automated decision-making processes to make decisions about you.

6. Who do we share your personal information with?

In some circumstances, we share data with other Departments of the City of London in order to provide you with services (eg Finance which is part of the Chamberlain's office, in respect of tuition fee payments).

In other circumstances, we use other organisations to either store personal information or use it to help deliver our services to you. Where we have these arrangements, there is always an agreement in place to make sure that the organisation complies with data protection law.

Sometimes we have a legal duty to provide personal information to other organisations.

Sometimes the sharing of data with a third party will be part of our contract with you.

We may also share your personal information when we consider/believe that there is a good reason to do so, which is more important than protecting your privacy. This doesn't happen often, but in these circumstances, we may share your information:

- to find and stop crime and fraud; or
- if there are serious risks to the public, our staff or to other professionals;
- to protect a child; or
- to protect adults who are thought to be at risk, for example if they are suffering from a mental health crisis

For all of these reasons, the risk must be serious before we can override your right to privacy.

If we are worried about your physical safety, the safety of others, or feel we need to take action to protect you or others from being harmed in other ways, we will, if possible, discuss this with you and get your permission to tell others about your situation before doing so.

If this is the case, we will make sure that we record what information we share and our reasons for doing so. We will let you know what we have done and why, if we think it is safe to do so.

7. How do we protect your personal information?

We have a legal duty to make sure we hold your personal information (on paper and electronically) in a secure way, and to only make it available to those who have a right to see them. Examples of our security include:

- Encryption, meaning that information is hidden so that it cannot be read without special knowledge (such as a password).
- Controlling access to systems and networks to stop people who are not allowed to view your personal information from getting access to it
- Training for our staff to make them aware of how to handle personal information, and how and when to report when something goes wrong with mandatory data protection training for all staff before accessing the School's databases
- Regular testing of our technology and ways of working, including keeping up to date on the latest security updates (commonly called patches).

8. Information outside of the European Union

The majority of personal information is stored on systems in the UK or EU. However, there are some occasions where your information may leave the UK/EU either in order to get to another organisation, or where it is stored in a system outside of the EU.

We have additional protections on your personal information if it leaves the UK ranging from secure ways of transferring data to ensuring we have a robust contract in place with that third party.

9. How long do we keep your personal information?

We will only hold your personal information for as long as it is necessary to fulfil our legal duties or business purposes.

There's often a legal reason for keeping your personal information for a set period of time, and we will include information about retention periods in the link provided above at section 3 as part of the layered format.

Some data, eg the award of a degree to a named individual, will need to be kept in perpetuity.

10. Further advice?

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) at:

Information Commissioner's Office
Wycliffe House
Water Lane

Wilmslow
Cheshire SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number.

Alternatively, visit ico.org.uk or email casework@ico.org.uk.