

GSS Website Privacy Notice

Who we are

GSS Ltd is a commercial trading company of the Royal Borough of Greenwich responsible for delivering a wider range of services to the Greenwich population and beyond. The Company, under Data Protection legislation collect and process personal information about you in order to provide public services and meet our statutory obligations.

This page describes how we use the information about you and how we protect your privacy. This is called a Privacy Notice.

The Privacy Notice will change periodically so please check this page regularly to ensure that you are happy with any changes.

We have a Data Protection Officer who makes sure we respect your rights and follow the law. If you have any concerns or questions about how we look after your personal information, please contact the Data Protection Officer at: dpo@gssol.co.uk or at the following address:

Data Protection Officer
Greenwich Service Solutions Ltd
Birchmere Business Centre
Eastern Way
Thamesmead
London
SE28 8BF
dpo@gssol.co.uk

What is personal information

We collect personal information which can be anything that relates to a living person. This can be for example, name, date of birth and address, which when put together can uniquely identify a person.

Some of the information we collect about you may be sensitive

Some information the Company may process about you is sensitive, known as 'special categories' and needs more protection due to its sensitivity. This includes anything that can reveal your:

- race;
- ethnic origin;
- politics;
- religion;
- trade union membership;
- genetics;
- biometrics (where used for ID purposes);
- health;
- sex life; or
- sexual orientation

Why do we need your personal information?

We need to use personal information about you to:

- Provide you with a service you apply for or are entitled to receive from us
- In order for the Company to meet statutory obligations
- Support the delivery and improvement of GSS Services
- Manage those services we provide to you
- Assist and investigate any concerns or complaints you have about our services
- Monitor and keep track of spending on services
- Check the quality of services
- Help with research and planning of new services

How Data Protection legislation enables GSS to use your personal information

There are a number of legal reasons why we need to collect and use your personal information. Each Privacy Notice explains for each service the legal reason it is being used.

We collect and use personal information where:

- you, or your legal representative, have given consent
- you have entered into a contract with us
- it is necessary to perform our statutory duties
- it is necessary to protect someone in an emergency
- it is required by law
- it is necessary for employment purposes
- it is necessary to deliver our services
- you have made your information publicly available
- it is necessary for legal cases
- 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

Your Rights

Data Protection legislation gives you a number of rights to control what personal information is used by GSS and how it is used.

How do we protect your information?

We'll do what we can to make sure we hold records about you (on paper and electronically) in a secure way, and we will only make them available to those who have a right to see them. Examples of our security include:

- Pseudonymisation, meaning that we will use a different name so we can hide parts of your personal information from view. This means that someone outside of the Company could work on your information on behalf of us, without ever knowing it was yours
- Access controls to systems and networks allows us to stop people who are not allowed to view your personal information, from getting access to it
- Training and awareness for our staff allows us to make them aware of how to handle information and how and when to report if something goes wrong
- Regularly updating our technology infrastructure, which includes network, server, PC and mobile devices, with the latest security updates (commonly called patches) to reduce security vulnerabilities.

Where is your information stored?

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

We have additional protections on your 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.

We will take all practical steps to make sure your personal information is not sent to a country that is not seen as 'safe'.

If we need to send your information to an 'unsafe' location we'll always seek advice from the Information Commissioner Office (ICO).

How long do we keep your personal information?

We will keep your personal data in accordance with our retention policy. Your information we use for marketing purposes will be kept with us until you notify us that you no longer wish to receive this information. More information on our retention policy can be found online.

Where can I get advice?

If you have any worries or questions about how your personal information is handled please contact our Data Protection Officer at: dpo@gssol.co.uk

Where you can obtain 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

Cookies and how you use this website

Cookies are small text files, placed on your computer or mobile device by the websites you visit. They are widely used to make websites work, or work more efficiently.

We use cookies to control our websites' functions, to keep statistics and for session management. We do not store any personal information in cookies. Examples of how we use cookies include:

- recognising your computer so you don't have to give the same information several times
- recognising that you may already have given a username and password
- measuring how many people are using our websites, so we can make improvements.

If you do not want to accept cookies, your browser can be set to automatically reject them or to inform you every time a website asks to store a cookie. You can also delete previously stored cookies.

You can find out more about cookies and how to manage them on the <https://www.gov.uk/help/cookies>

Our cookie policy is set to be compliant with the EU Privacy and Electronic Communications Directive.

External links

This website contains external links to third party sites. Our privacy policy applies only to information collected by or on behalf of GSS Ltd. When you are transferring to another site you should read their privacy statement on the use of your information before submitting any personal details.