

London School of Hygiene & Tropical Medicine

Privacy Notice for alumni and supporters

The London School of Hygiene & Tropical Medicine ("LSHTM" or the "School" or "we" or "our") (a higher education institution established by Royal Charter and an exempt charity with registration number RC000330) of Keppel Street, London, WC1E 7HT, is a data controller for the purposes of the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR).

LSHTM undertakes to treat your personal data in accordance with these data privacy laws. This privacy notice, together with our [Data Protection Policy](#), guidance, and any additional documents referred to within them, explain how we process your personal data. If you have any questions in relation to our processing of your personal data, please contact the Data Protection Officer at dpo@lshtm.ac.uk.

The London School of Hygiene and Tropical Medicine undertakes activities to maintain and grow a lifelong, mutually beneficial relationship between the School and its alumni, supporters and friends.

The School has over 30,000 alumni in more than 180 countries. We provide this diverse community with a lifelong link to LSHTM and each other. Alumni membership is free and open to all former students and staff. LSHTM also seeks to raise money from philanthropy and the public sector to support scholarships, research and finance our expansion by supporting improvements to our infrastructure and attract the best scientists.

Personal data that we hold

For alumni, LSHTM currently collect and process the following:

- Basic details of your education, the course you studied and the class of your degree (if applicable).
- Your contact details at the point of graduation.
- Details of any scholarship support you may have received.
- Unique reference points, such as your date of birth and student number.

A great deal of the information we hold will be provided by you. These details will include: any updates you make to your contact details; your correspondence with the School; your attendance at events or other engagement points with the alumni community.

Other data we hold about you include:

- Information about your use of our information and communication systems.
- Your communication preferences, to help us provide tailored and relevant communications.
- Photographs from events you have attended.
- Personal data provided by you for a specific purpose (e.g. disability and dietary preferences for event management purposes).
- Gift aid declarations, if applicable.

We also record, where applicable, based on information which you provide to us and, in some cases, publicly available information:

- Financial information relating to you, including:
 - Any donations you make to LSHTM.
 - Your ability and inclination to donate, including an assessment which of the School's philanthropic priorities may be of interest to you.
 - Your philanthropic interests, including donations and engagement with other organisations (e.g. volunteering roles).
- Your career highlights and other life achievements as well as information about your interests.

How we collect your data

We collect your data from a variety of sources, including:

- From internal sources such as Registry when you graduate.
- From a third party whom you have interacted with on behalf of LSHTM, for example: JustGiving or Eventbrite. The receipt of data is subject to the third party's own Privacy Policy.
- Research into publicly available sources, for example Companies House, LinkedIn, Factiva, or other similar sources.
- If you are not an alumnus and we have not gathered your data directly from you, we will inform you about the personal data we hold at the time of our first communication with you.

How we process your data

Processing your data helps us to develop and maintain engaging services and activities to enrich your experience with LSHTM. We use your data to keep you informed about LSHTM and to provide opportunities for you to be involved in our activities.

Purposes for processing your data include:

- Sending you LSHTM publications, e.g. alumni magazine and e-communications.
- Conducting surveys about alumni interests and career destinations.
- Providing services, such as email for life for our alumni.
- If you have an identified interest in donating to LSHTM, sending you personalised proposals and appeals for donations.
- Sending you details of volunteering opportunities.
- Recording details of any donations you make to LSHTM for reporting, donor communications and stewardship activities.
- Inviting you to appropriate events, e.g. international Chapter events based on your geographic location.
- Internal record keeping, including the management of any feedback or complaints.
- Before seeking or accepting major donations we are required to conduct due diligence, reviewing publicly available data relating to the donor.
- Administrative purposes that support the above.

We will communicate with you only in the ways that adhere to your chosen communication preferences, whether by email, post, telephone or face-to-face. To ensure that our communications are relevant to you and your interests, we may segment our communications based on demographic, geographical or educational information.

Your data may occasionally be shared with third parties engaged by LSHTM to provide services related to alumni development and fundraising, for example:

- Companies that provide us with data about alumni and supporters.
- Consultants advising us on individuals' capacity to donate.
- Additionally, we share data on a considered and confidential basis, where appropriate, with Alumni Groups that help manage international events.

Legal basis for processing

We process data as described in this statement because we have a legitimate need to do so to deliver our alumni services and fundraising ambitions.

Some processing of data may be carried out to perform a contract with you or it is required by law, such as the completion of due diligence or obligations related to processing Gift Aid on donations.

Where we do not have a pre-existing relationship with you before we begin processing your data, we will seek your consent upon first substantive contact with you. This includes providing you with our privacy notice, and your right to opt out of any form of personal data processing.

We will only process your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another related reason and that reason is compatible with the original purpose. If we need to use your data for an unrelated purpose, we will seek your consent to use it for that new purpose.

Updating your details

Alumni can manage their personal information and preferences at <https://lshtmconnect.org/> or by contacting alumni@lshtm.ac.uk.

Non-alumni can update their details and communication preferences by contacting development@lshtm.ac.uk

If you are registered with the Telephone Preference Service (TPS) but provide us with a telephone number, we may call you on this number as your action to provide the number demonstrates that we have your consent to do this.

Retention

LSHTM considers its relationship with alumni, donors and supporters to be life-long and we will retain much of your data indefinitely unless you request otherwise. When determining how long we should retain your personal data we take into consideration our legal obligations and tax or accounting rules.

If you have pledged a legacy gift, it will be necessary to retain your data until your gift is received, so that we can identify the gift against that pledge. When we no longer need to retain personal information, we ensure it is securely disposed of. We may keep anonymised statistical data indefinitely, but you cannot be identified from such data.

Your rights

We will always try to ensure that the personal information we hold for you is up-to-date, reasonable and not excessive. You will always have the right to:

- Be informed as to how we use your personal information.
- Access or request a copy of the data we hold about you.
- Update, amend or rectify the personal information we hold about you.
- Change your communication preferences at any time to restrict how we process your personal information, or opt out of some or all communication.
- Ask us to remove your personal information from our records. Please note that in such instances we must retain a 'skeleton record' for you to ensure we do not contact you again. There may also be data which we are legally obliged to keep.
- Withdraw consent, where it is used as a legal basis for processing.
- Object to or restrict the processing of your personal information for any of the purposes outlined above.

If you wish to exercise any of the above rights, please contact the Data Protection Officer at dpo@lshtm.ac.uk.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us at dpo@lshtm.ac.uk.

You can also complain to the ICO if you are unhappy with how we have used your personal data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>