



GRANICUS - GOVDELIVERY

GovDelivery, supplied by Granicus, is an online digital communications platform which enables C&I to send marketing emails to subscribers, including staff at C&I. We use GovDelivery to send our staff email bulletin, all staff emails from the executive team and stakeholder newsletters to people who have subscribed to receive our newsletters.

GovDelivery is used by many other NHS organisations and Government agencies across the UK.

Purpose of processing

GovDelivery enables us to analyse and improve important communications sent to our staff and subscribers which means we are able to provide more focused information to those who need to and want to know.

Source of data:

This personal data includes:

- Staff email addresses which contain first name and surname
- Subscriber email addresses which may include their name

Categories of recipient

- Staff
- External stakeholders including:
 - Patients / Service users
 - Healthcare professionals
 - Members of the local and wider public

Categories of Personal Data

- Email addresses

Where Does Your Data Go?

Granicus is owned and operated within the United States. Therefore, the data that we collect (Name and email address) from you will be transferred to, and stored at, a destination outside the European Economic Area (“EEA”)/UK.

In light of the July 16, 2020 “Schrems II” decisions, the European Court of Justice has decided that the EU-US Privacy Shield is no longer a valid international data transfer option. They plan to maintain Privacy Shield certification as good practice. There is a Standard Contract Clauses (SCCs) as part of the arrangement. Likewise, Granicus are aware of the UK’s exit from the EU and the end of the transition period on December 31, 2020. They will follow the new UK Information Commissioner’s Office (ICO) and the European Data Protection Board (EDPB) guidance.

How long will we keep your data?

Your data will not be retained for a period longer than necessary for the purpose it was collected for. If you or someone on your behalf, notifies us that you would like no longer to be a subscriber to our newsletters, your details will automatically be removed from our mailing list.

How do we protect your data?

C&I and Granicus are committed to ensuring that your personal data is secure. In order to prevent unauthorised access, loss or disclosure, we, with Granicus, have put in place security controls that reduce the risk of a security breach of your personal data.

If a data breach does occur, we will do everything in our power to limit the damage. In case of a high-risk data breach, and depending on the circumstances, we will inform you about remedial actions to prevent any further damage. We will also inform the relevant supervisory authority or authorities of the breach.

Employees and temporary workers are required to follow policies, procedures, and complete confidentiality training to understand the requirement of maintaining the confidentiality of customer information.

Legal basis of processing

For GDPR purposes Camden and Islington NHS Foundation Trust's lawful basis for processing is Article 6(1)e '...exercise of official authority...' and Article 6(1)(b) – '...for the performance of a contract to which the data subject is party...' and also Article 6(1)(c) – where processing is necessary for compliance with a legal obligation to which the controller is subject.