

Methods of communication

We communicate information, news and events about the University and its services to prospective students, applicants and third party stakeholders¹. We do this by providing information via online and offline communications channels including web pages, printed publications, press releases, emails, paper letters, social media, SMS messages, phone calls, and through our partner institutions and UK or international agents.

In order to process your data we have a database that contains personal data collected by the University during the course of our relationship with prospective students, applicants and third party stakeholders.

You can update your communications preferences at any time via our [Communication Preference Form](#), by using the link in our email communications or contacting our helpline by emailing courseinfo@gre.ac.uk or calling +44 (0)20 8331 9000. To request the removal of your details from our record, please contact us at courseinfo@gre.ac.uk or call our helpline on +44 (0)20 8331 9000.

Email - the University's main communications tool to contact prospective students, our emails tell you more about the University and the subject area, department and faculty you are interested in, highlight Open Days and events and help guide you through the applications process. If you become an applicant, emails are used to introduce you to the University and the department and faculty you will be studying with, invite you to applicant events and guide you through the necessary steps to registration.

SMS messages - the University uses SMS messages to send event invites and reminders and to occasionally communicate with prospective students and applicants at key points in the application cycle. SMS messages are delivered by the University's contracted third party SMS suppliers.

Phone calls - the University occasionally uses phone calls to contact prospective students with important information regarding their subject of interest or events they have registered for. Prospective students and applicants also receive phone calls about the application journey from our [Student Connect](#) service.

Postal mail - the University sends occasional postal mails to prospective students with information regarding key application dates and invitations to events. If you become an applicant, postal mail may be used to highlight faculty events and activities. The University uses both internal and external printers, so your data may be shared with a contracted third party printer.

¹ Third party stakeholders of prospective students are individuals who influence prospective students, for example parents, guardians, family or friends of a prospective student, teachers or staff at schools or colleges, and agents or sponsors who have a work-related relationship with the University.

Social media – the University may occasionally communicate with you through social media such as Facebook Messenger, Instagram and WhatsApp, regarding Open Days, events, or information about your subject of interest or application. This includes custom audience advertising which posts an ad created by the university in the Facebook or Instagram feed associated with your email address. For this your email address will be shared with Facebook and the university's advertising agency.

Partner institutions – the University's partner institutions may communicate with you by one of the above means, if you are interested in a subject area which is offered by them.

Agents – if you are an international prospective student or applicant one of our agents or representatives in your country may contact you with further information about studying at Greenwich.

Version 15/04/21, Vice-Chancellor's Office