

Terms of Use & Privacy Notice for Conexus Healthcare's Learning Management System

1. Introduction

Welcome to Conexus Healthcare's learning portal. This Terms of Use & Privacy Notice outlines permitted use, how we collect, use, and protect your personal data when you use our Site. By using our Site, you agree to the terms of this policy and consent to our practices regarding your data.

2. Permitted Use

As a visitor to our site, you are allowed to access published materials (content) subject to these terms. By using the website, you agree to be bound by the terms of use. You can access, download and use content for personal and non-commercial purposes (e.g. private research, study or in-house use) but you must not reproduce or re-publish any material from this website without permission from the website / copyright owner. Images, logos and graphics used on this site are owned by us and/or third parties. These must not be used without obtaining permission from the copyright owner. You acknowledge that all intellectual property rights relating to this website belong to the Social Prescribing Qualification Partnership (SPQP) and where applicable, third party associates.

3. Personal Information

When you voluntarily submit data on this website (this includes filling out feedback forms or questionnaires etc), the information submitted is used solely to respond to your queries and for its intended purpose. We do not share web user information with anyone else.

4. Virus Protection

We make every effort to check and test material for viruses on our website. However, it's best practice to run an anti-virus programme on all materials downloaded from the internet. We cannot accept responsibility for any loss, disruption or damage to your data or computer system which may occur whilst using material derived from this website.

5. Disclaimer

Care is taken to ensure that the website content is accurate. Nevertheless, content is provided for general information only, and you use it at your own risk. We will not be held liable for damage or loss ensuing from any act or omission resulting from the use of information on this website.

6. Future Amendments

Subsequent changes to these terms will be made available on this website. Last updated February 2025.

7. About Us

Conexus Healthcare is the data controller responsible for your personal data. You can contact us for any privacy-related concerns at:

- **Email Address:** wyicb-wak.conexuscontact@nhs.net
- **Postal Address:** Conexus Healthcare CIC, C/O Sandal Castle Medical Centre, Asdale Road, Wakefield WF2 7JE

8. Data We Collect

We collect various types of data to provide and improve our services:

- **Personal Data:** Includes your name, email address, phone number, and any other information you provide through forms or applications on our Site. If you enrol in a course, we may also collect additional information required for course management and enrolment.
- **Technical Data:** Includes your IP address, browser type, operating system, and usage data such as pages visited, and time spent on our Site. This helps us understand how you use our Site and improve your experience.
- **Analytics Data:** We work with third party analytics firms which analyse and monitor the activity of visitors to our site for the purposes of continually improving the service we can offer our customers. A part of these third parties' use of cookies and other tracking technology, they have access to some personal information about our visitors, such as your IP address and approximate location. Please note that no third party analytics firm has access to personal data such as your name, phone number, email address or payment details etc.
- **Cookies:** Our Site uses cookies to enhance user experience and gather information about usage patterns. For more details, see our Cookies Policy on our website.

9. How We Use Your Data

We use your personal data for the following purposes:

- **To Provide Services:** To manage your account, process your course applications, and deliver the requested services.
- **To Improve Our Services:** To analyse usage data and feedback to enhance our Site and training offerings.
- **To Communicate with You:** To send you information about course updates, new features, and future training opportunities. You can choose whether to opt in or out of this when you first log into the Learning Management System. Should you opt in, but choose to unsubscribe later, this can be done in your profile settings, by clicking 'disagree'. Alternatively, you can click 'unsubscribe' on any communications, or you can email us at learning@conexus-healthcare.org
- **For Legal Compliance:** To comply with legal obligations and regulations.

10. Data Disclosures

We may share your data with:

- **Service Providers:** Companies that assist us with IT, payment processing, and customer support.
- **Educational Partners:** Organisations involved in course delivery and certification, including:
 - Bromley by Bow Health
 - Skills and Education Group
 - Conexus Healthcare
 - Health Education England
 - Royal Society of Public Health
 - Wakefield Health and Care Partnership
- **Legal and Regulatory Authorities:** When required by law or to protect our rights.

We ensure that all third parties respect the security of your personal data and use it only for specified purposes.

11. Data Security

We implement appropriate technical and organisational measures to protect your personal data from unauthorised access, loss, or damage. However, no data transmission over the internet is entirely secure, and we cannot guarantee the security of your data transmitted to our Site.

12. Your Rights

You have the following rights regarding your personal data:

- **Access:** Request a copy of the personal data we hold about you.

- **Correction:** Request correction of inaccurate or incomplete data.
- **Erasure:** Request deletion of your personal data.
- **Restriction:** Request to limit the processing of your data.
- **Objection:** Object to processing based on legitimate interests or direct marketing.
- **Portability:** Request transfer of your data to another organisation.

To exercise these rights, please contact us at Contact@Conexus-Healthcare.org

13. Third-Party Links

Our Site may contain links to third-party websites. We are not responsible for the privacy practices of these sites. Please review their privacy policies before providing any personal information.

14. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your data, please contact us at:

- **Email Address:** wycib-wak.conexuscontact@nhs.net
- **Postal Address:** Conexus Healthcare CIC, C/O Sandal Castle Medical Centre, Asdale Road, Wakefield WF2 7JE