

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 these terms of use. The privacy notice part of this document is provided for transparency – it explains how we handle your personal data and does not form part of any contract; where we rely on your consent to use your data, we will ask for it separately.

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 Conexus Healthcare CIC.

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. Nothing in these terms excludes or limits any liability that cannot be excluded or limited by law.

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 under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 (as amended, including by the Data (Use and Access) Act 2025). 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. As part of these third parties' use of cookies and other tracking technology, they have access to some personal data about our visitors, such as your IP address and approximate location. They do not have access to information such as your name, phone number, email address or payment details.
- **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.

Our lawful bases for using your data under Article 6 of the UK GDPR are: performance of a contract (to provide your account, courses and the services you request); our legitimate interests (to improve our Site and training offerings, and for analytics); your consent (for optional marketing communications, which you can withdraw at any time); and compliance with our legal obligations.

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
 - Conexus Healthcare CIC
 - NHS England (which has incorporated the former 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.
- **Withdraw consent:** Where we rely on your consent, withdraw it at any time without affecting the lawfulness of processing before withdrawal.

To exercise these rights, please contact us at wycib-wak.conexuscontact@nhs.net.

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

15. How Long We Keep Your Data

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including managing your account and learning records and satisfying any legal, accounting or reporting requirements. Details of our retention periods are on the NHS Records Management Code of Practice.

16. Making a Complaint About How We Use Your Personal Data

If you are unhappy with the way we have handled your personal data, you have the right to make a complaint to us. We take all data protection complaints seriously and have a process in place to deal with them. You can make a complaint by emailing or writing to us using the contact details in the 'Contact Us' section above. To help us deal with your complaint efficiently, please include your name and contact details, a description of your concern, and any relevant dates or reference numbers.

When we receive your complaint, we will acknowledge it within 30 days. We will then investigate your concerns, take appropriate steps to address them, and inform you of the outcome of your complaint without undue delay.

You also have the right to complain to the Information Commissioner's Office (ICO), the UK's data protection regulator, although we would encourage you to contact us first so that we have the opportunity to put things right. You can contact the ICO at ico.org.uk/make-a-complaint, by calling 0303 123 1113, or by writing to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Updated June 2026