

SOCIAL PRESCRIBING QUALIFICATION PRIVACY POLICY

TERMS OF USE

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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.

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.

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.

Future Amendments

Subsequent changes to these terms will be made available on this website.

PRIVACY NOTICE

Introduction

This is the Social Prescribing Qualification Partnership's (SPQP) privacy notice. It tells you how we collect and process your data when you use our website:

<https://www.socialprescribingqualification.org.uk>.

This includes any personal information that you give us – for example when you fill out a form or contact us.

The data controller responsible for your personal data is Coneuxs Healthcare CIC, of Sandal Castle Medical Centre, Asdale Rd, Wakefield, WF2 7JE. You can contact us about anything in this notice at wycib-wak.conexuscontact@nhs.net or using the contact form on our website.

1. How we handle your data

SPQP is committed to processing data in accordance with its responsibilities under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This means that your personal data shall be:

- processed lawfully, fairly and in a transparent manner in relation to individuals;
- collected for specified, explicit and legitimate purposes and not processed in a manner that is incompatible with those purposes;
- adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay;
- kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed;
- processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage.

2. How we process your data

If you request a course information pack from the SPQP website, you are providing personal data to SPQP. The purpose of our site is to provide course information packs, an application form and course information.

This requires SPQP to store your data and respond to any other requests for information that you have made.

If you decide to apply for one of our courses, the information you provide on your application form will be used to:

- determine your eligibility for entry onto the course
- provide you with relevant information to assist you in joining the course
- enable the SPQP to monitor take up
- enable the SPQP to initiate your student record.

Our lawful basis for this processing under Article 6 of the UK GDPR is that it is necessary to take steps at your request prior to entering into a contract with you (your course enquiry or application), or for our legitimate interests in administering enquiries, applications and student records. We will only keep your information for as long as necessary for these purposes – as recorded in the NHS Records Management Code of Practice.

We have kept to a minimum the amount of required information you need to pass us to access the services on our site.

3. 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 information about our visitors, such as your IP address and approximate location. Please note that no third-party analytics firm has access to information that directly identifies you, such as your name, phone number, email address, or payment details, etc.

4. Partners we may need to share your data with

In order to answer your questions about the course, we may need to pass data to other members in the partnership.

All partners have robust data protection policies of their own. Your data will be managed in keeping with their own Privacy Policies, which may be different from this one but will still be in accordance with the UK GDPR and the Data Protection Act 2018.

Partners we may need to share your data with:

Bromley by Bow Health

Royal Society of Public Health

5. Your rights

We are committed to ensuring that your privacy is protected. We will only use the information that we collect about you lawfully in accordance with the UK GDPR and the Data Protection Act 2018. We may change this policy from time to time by updating this page.

At all times this information is protected in a manner fully in keeping with UK data protection law. We will not share your information with any third parties except as described in this notice, or where the law allows or requires it.

You have the right at any time to request from SPQP:

- What personal data are being processed
- The purposes for which the personal data are being processed
- Who, if anyone, the personal data are disclosed to
- The right to request the deletion of all data we hold about you.

You also have the right to ask us to correct inaccurate data, to restrict or object to our processing of your data, to receive the data you have given us in a portable format, and – where our processing is based on your consent – to withdraw that consent at any time. Exercising any of these rights is free of charge, and we will respond within one month.

6. 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 contacting us using the details in the Introduction 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.

7. How we use cookies

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer (if you consent to us using cookies). Cookies contain information that is transferred to your computer's hard drive.

We only use analytical cookies which enable us to recognise and count the number of visitors and to see how visitors move around our website. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.

When you first visit our website, you will be asked to consent to our use of these cookies via our cookie banner, and you can change your preferences at any time. If at any time you wish to disable our cookies, you may do so through the settings on your browser. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.aboutcookies.org.uk.

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