

1. Privacy Policy

1.1. Why do we use your data?

Here at Herts Care Academy, we take your privacy seriously and will only use your information to help us manage your affiliation account with us, to share health and social care information with you from Herts Care Academy and our partners, to ensure you know about training development opportunities and to successfully deliver our services to you.

1.2. What type of data is stored?

The type of data that we collect from you could include; your name, organisation, contact details for your place of work, job title, personal details (such as date of birth, address, contact details), your previous Herts Care Academy activity (such as; events attended, courses booked or attended, affiliation status etc.), any feedback you share with us and any personal requirements you request when attending events or training courses booked through Herts Care Academy.

1.3. Who do we share data with?

We respond to information requests from our health and social care partners, approved training provider and funders about our members and other care providers only when in relation to quality assurance, safeguarding purposes and in order to successfully deliver training courses through our network of approved training providers.

In order to provide you certain benefits and perks, we will have to share some personal information with our partners, for example in order to activate Herts Rewards for you, we must share your date of birth and email address as part of their activation process. This will be the case with other benefits which may come.

We will not share or sell your data to commercial business third parties, such as our network of trusted strategic partners that offer business support services to our members, outside the above specification and we promise to keep your details safe and secure at all times.

1.4. Under what legal basis do we collect / use / share your personal data?

- a. Consent: We collect, hold and process your personal data on the basis that you have provided consent. You remain in control of the personal data you share with Herts Care Academy and can change your preferences at any time, by choosing whether you want to give consent to your data being processed for specific purposes. You can cancel your consent at any time and your details and information will be deleted, by sending an email to info@hertscareacademy.com
- b. Legitimate Interest: We may collect, hold and process your personal data on the basis of legitimate interest where it is necessary in order for us to fulfil our needs as a business and to be able to provide you with our services.
- c. Vital Interest: We may use your personal information if we reasonably believe that there is any safety or health issue. This type of processing is in your vital interest.
- d. Legal Obligation: We may use and process your personal data to comply with our legal obligations such as HMRC requirements, or if the Police or a local authority requests it.
- e. Contract Law: We may process your personal data where it is necessary for the performance of a contract to which the data subject is party, or at the request of the data subject prior to entering the contract.
- f. Medical: We may process your personal data where it is necessary for the purposes of preventative or occupational medicine and for other medical purposes, or for your protection when attending events / courses.

1.5 The following rights may apply to your personal data

The right to be informed

As a data controller, we are obliged to provide clear and transparent information about our data processing activities. This is provided by this privacy policy and any related communications we may send you.

The right of access

You may request a copy of the personal data we hold about you free of charge. Once we have verified your identity and, if relevant, the authority of any third-party requester, we will provide access to the personal data we hold about you as well as the following information:

- a. The purposes of the processing
- b. The categories of personal data concerned
- c. The recipients to whom the personal data has been disclosed
- d. The retention period or envisioned retention period for that personal data
- e. When personal data has been collected from a third party, the source of the personal data

If there are exceptional circumstances that mean we can refuse to provide the information, we will explain them. If requests are frivolous or vexatious, we reserve the right to refuse them. If answering requests is likely to require additional time or unreasonable expense (which you may have to meet), we will inform you.

The right to rectification

When you believe we hold inaccurate or incomplete personal information about you, you may exercise your right to correct or complete this data. This may be used with the right to restrict processing to make sure that incorrect / incomplete information is not processed until it is corrected.

The right to erasure (the ‘right to be forgotten’)

Where no overriding legal basis or legitimate reason continues to exist for processing personal data, you may request that we delete your personal data. This includes personal data that may have been unlawfully processed. We will take all reasonable steps to ensure your data is erased.

The right to restrict processing

You may ask us to stop processing your personal data. We will still hold the data but will not process it any further. This right is an alternative to the right to erasure. If one of the following conditions applies you may exercise the right to restrict processing:

- a. The accuracy of the personal data is contested
- b. Processing of the personal data is unlawful
- c. We no longer need the personal data for processing but the personal data is required for part of a legal process
- d. The right to object has been exercised and processing is restricted pending a decision on the status of the processing

The right to data portability

You may request your set of personal data be transferred to another controller or processor, provided in a commonly used and machine-readable format. This right is only available if the original processing was on the basis of consent, the processing is by automated means, and if the processing is based on the fulfilment of a contractual obligation.

The right to object

You have the right to object to our processing of your data where:

- Processing is based on legitimate interest
- Processing is for the purpose of direct marketing
- Processing is for the purposes of scientific or historical research
- Processing involves automated decision-making and profiling

1.6. How can you alter or delete your data with us?

If at any point you would like to update your details and contact preferences simply email info@hertscareacademy.com and we will, within reason, try to comply to your requests. Do please let us know particularly if you have a change of contact person details, so we can ensure information reaches the right people at your organisation. Please allow 72 hours for the changes to take effect.

If you would like to stop receiving emails from us entirely you can simply click the unsubscribe link that can be found at the bottom of all of our emails or you can email info@hertscareacademy.com to ask to be removed from our distribution list. Please allow 72 hours for the changes to take effect. Please note: If you choose to unsubscribe from Herts Care Academy's email database, you will miss out on important alerts from our health and social care partners, fully funded training courses and events, relevant updates from the wider Hertfordshire health and social care network and details of services included within your affiliation with us.

1.7. Need to talk to us?

If you have any questions about Herts Care Academy's Privacy Policy, please email info@hertscareacademy.com or call us on 01707 536020. Alternatively, you can write to us at Herts Care Academy, Mundells Campus, Mundes, Welwyn Garden City, AL7 1FT.