

NHS R&D NORTH WEST PRIVACY POLICY



Who we are

NHS R&D NW is dedicated to safeguarding and preserving your privacy when visiting our website or communicating electronically with us. This Privacy Policy, together with our terms of use, explains what happens to any personal data that you provide to us, or that we collect from you when you are on this site, at a workshop or event. We do update this Policy from time to time so please do return and review this Policy regularly.

How the law protects you (GDPR)

Data protection laws state that we are only able to process personal data if we have valid reasons to do so. The reasons we process your personal data include, but are not limited to, your consent, legitimate interest and to contact you.

How we collect your personal information and the types of information we collect.

We receive information about you when you use our website, complete forms on our website, contact us by phone, email, sign up to an event/workshop, or meet us in person. In any case, we ensure there is the ability to provide consent in a transparent, unbundled, named way when you provide details to us at the outset. You can also withdraw consent at any time. The information we collect includes, but is not limited to, the following personal and non-personal data (please also see section on our use of Cookies and 3rd party websites).

Name

Telephone landline/Mobile number

Company email address

Job Title

Signature

Company name

Company address

Company personnel contact details

Web address

Nature of business

How do we use your data?

Our use of your personal data will always have a lawful basis, either because it is necessary to contact you, because you have consented to our use of your personal data (e.g. by subscribing to emails), or because it is of legitimate interests. Specifically, we may use your data for the following purposes:

- To provide you with information relating to the NHS R&D NW team
- To provide you with information relating to our events and workshops
- To provide information on related products/services/networks, which we feel, may be of interest to you, where you have consented to receive such information.
- To notify you about any changes to our website, such as improvements.
- Where we are legally required to disclose your information.

We do not keep your personal data for any longer than is necessary.

Third Party Links

You might find links to third party websites on our website. These websites should have their own privacy policies, which you should check to see if they are GDPR compliant. We do not accept any responsibility or liability for their policies whatsoever as we have no control over them.

Use of Cookies

We may on occasion gather information regarding your computer whilst you are on our website. This enables us to improve our services and to provide statistical information regarding the use of our website.

Such information will not identify you personally it is statistical data about our visitors and their use of our site. This statistical data does not identify any personal details whatsoever. Similarly to the above, we may gather information about your general internet use by using a cookie file. Where used, these cookies are downloaded to your computer automatically. This cookie file is stored on the hard drive of your computer as cookies contain information that is transferred to your computer's hard drive. They help us to improve our website and the service that we provide to you.

All computers have the ability to decline cookies. This can be done by activating the setting on your browser, which enables you to decline the cookies. Please note that should you choose to decline cookies, you may be unable to access particular parts of our website.

How and where do we store your data?

Secure servers and encryption – Data security is very important to us, and to protect your data we have taken suitable measures to safeguard and secure data collected through our website, in emails, at meetings and in hardcopy format. Your data is stored on our secure servers and accessed/processed on encrypted devices.

Mailchimp – We also use a 3rd Party email marketing software called Mailchimp. MailChimp's GDPR preparation started more than a year ago and they are updating their Data Processing Agreement to meet the requirements of the GDPR. Mailchimp has optimal security measures to prevent fraudulent use of the system and its data such as;

- If we lose our password, it can't be retrieved—it must be reset.
- All login pages pass data via SSL.
- The entire MailChimp application is encrypted with SSL.
- Login pages have brute force protection.
- Logins via the MailChimp API have brute force protection.
- They perform regular security penetration tests, using different vendors.

The tests involve high-level server penetration tests, in-depth testing for vulnerabilities inside the application, and social engineering drills.

Google Analytics – When someone visits www.research.northwest.co.uk we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone.

We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

Emails – We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

We will continually look to minimise the amount and type of data we collect, process and store by undertaking regular information audits. Security features and controls will also be reviewed and updated on an ongoing basis. We will also ensure that any new processes / systems enable us to comply with an individual's rights under GDPR.

How long will your information be stored?

We only keep your personal data for as long as we need to in order to use it as described above and/or for as long as we have your permission to keep it. We do not share your information with any other party.

Rights

The General Data Protection Regulation gives you the right to access the information that we hold about you. As a data subject, you have the following rights under the GDPR, which this Policy and our use of personal data have been designed to uphold:

- That your rights are communicated to you in an open, honest and easy to read and understand way.
- You will be informed which data we hold has been collected from you and that which has been collected from others.
- You have a right of access to the data we hold on you.
- You have the right to have mistakes or errors in your data corrected.
- You have the right of erasure also known as the right to be forgotten.
- You have the right to stop us from using your records.
- You have the right of data portability. This is to have your data provided to you in a format easily read by a commonly used computer program.
- You have the right to object.
- You have the right to prevent automatic decision-making. This is when a computer makes a decision about you.
- You have the right to prevent profiling however health profiling is sometimes essential to help us support wellness. This is when aspects of your health are used to identify you as someone who could be helped.
- You have a right to complain and details are written at the end of this document.

Complaints/Reporting Incidents to the ICO

If you have any cause for complaint about our use of your personal data, please contact us using the details provided below and we will do our best to solve the problem for you. If we are unable to help, you also have the right to lodge a complaint with the UK's supervisory authority, the Information Commissioner's Office. For further information about your rights, please contact the Information Commissioner's Office or your local Citizens Advice Bureau.

Liability

We agree to take reasonable measures to protect your data in accordance with applicable laws.

Data Breaches

In the event of a data breach, we shall ensure that our obligations under applicable data protection laws are complied with where necessary.

Who we are and how to contact us

We welcome any queries, comments or requests you may have regarding this Privacy Policy. Please do not hesitate to contact us at info@researchnorthwest.nhs.uk or by post;

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