



**BNSSG Training Hub**

# Privacy Policy

We understand how important it is to keep your personal information safe and secure, and we take doing so very seriously. We have taken steps to make sure your personal information is looked after in the best possible way, and we review this regularly.

Please read this privacy notice ('Privacy Notice') carefully, as it contains important information about how we use the personal information we collect on your behalf.

## 1. Why we are providing this Privacy Notice:

We are required to provide you with this Privacy Notice by Law. It explains how we use the personal information we collect, store, and hold about you. If you are unclear about how we process or use your personal information, or if you have any questions about this Privacy Notice or any other issue regarding your personal information, then please do contact our Data Protection Officer (details below).

The Law says:

1. We must let you know why we collect personal information about you.
2. We must let you know how we use any personal information we hold on you.
3. We need to inform you in respect of what we do with it.
4. We need to tell you about who we share it with or pass it on to, and why.
5. We need to let you know how long we can keep it for.

## 2. The Data Protection Officer:

The Data Protection Officer for the Primary Care Training Hub is the Bristol, North Somerset, and South Gloucestershire CCG Information Governance Manager, who can be contacted on 0117 900 2655 or 0800 073 0907, or emailed at [bnssg.customerservice@nhs.net](mailto:bnssg.customerservice@nhs.net)

They should be contacted if:

1. You have any questions about how your information is being held;
2. You require access to your information or wish to make a change to it;
3. You wish to make a complaint about anything to do with the personal information we hold about you;
4. Or if you have any other query relating to this Policy and your rights.

## 3. About us:

We, at BNSSG Primary Care Training Hub, are a Data Controller of your information. This means we are responsible for collecting, storing, and handling your personal information when you utilise our services.

There may be times where we also process your information. That means we use it for a particular purpose and, therefore, on those occasions we may also be Data Processors. The purposes for which we use your information are set out in this Privacy Notice.

#### 4. Information we collect from you:

The information we collect from you will include:

1. Contact details (such as your name and email addresses, including work address and work contact details).

#### 5. Who we may provide your personal information to and why:

We may pass your personal information on to the following people or organisations, because these organisations may require your information to assist them in the provision of our services to you. It may, therefore, be important for them to be able to access your information in order to ensure they may properly deliver their services to you:

1. Training providers.

#### 6. Other people who we provide your information to:

1. For the purposes of complying with the law e.g. Police, Solicitors, Insurance Companies;
2. Anyone you have given your consent to, to view or receive your personal information, or part of your personal information.  
(Please note, if you give another person or organisation consent to access your personal information we will need to contact you to verify your consent before we release that personal information. It is important that you are clear and understand how much and what aspects of, your personal information you give consent to be disclosed.)

#### 7. Anonymised information:

Sometimes we may provide information about you in an anonymised form. If we do so, then none of the information we provide to any other party will identify you as an individual and cannot be traced back to you.

#### 8. Your rights:

The Law gives you certain rights to your personal information that we hold, as set out below:

1. Access and Subject. Access Requests You have the right to see what information we hold about you and to request a copy of this information.

If you would like a copy of the information we hold about you please email our Data Protection Officer. We will provide this information free of charge however, we may in some limited and exceptional circumstances have to make an administrative charge for any extra copies if the information requested is excessive, complex or repetitive.

We have one month to reply to you and give you the information that you require. We would ask, therefore, that any requests you make are in writing and it is made clear to us what and how much information you require.

2. Correction. We want to make sure that your personal information is accurate and up to date. You may ask us to correct any information you think is inaccurate. It is very important that you make sure you tell us if your contact details including your mobile phone number has changed.
3. Removal. You have the right to ask for your information to be removed however, if we require this information to assist us in providing you with appropriate services, then removal may not be possible.

4. **Objection.** We cannot share your information with anyone else for a purpose that is not directly related to the provision of our services. We would ask you for your consent in order to do this however, you have the right to request that your personal information is not shared by the Company in this way. Please note the Anonymised Information section in this Privacy Notice.
5. **Transfer.** You have the right to request that your personal information is transferred, in an electronic form (or other form), to another organisation, but we will require your clear consent to be able to do this.

## 9. Information from third parties:

Sometimes we record information about third parties mentioned by you to us in order to provide our services. We are under an obligation to make sure we also protect that third party's rights as an individual and to ensure that references to them which may breach their rights to confidentiality, are removed before we send any information to any other party including yourself.

## 10. How we use the information about you:

We use your personal information in the following ways:

1. When we need to speak to, or contact other service providers in order to provide our services to you.
2. When we are required by Law to hand over your information to any other organisation, such as the police, by court order, solicitors, or immigration enforcement.

We will never pass on your personal information to anyone else who does not need it, or has no right to it, unless you give us clear consent to do so.

## 11. Legal justification for collecting and using your information:

The Law says we need a legal basis to handle your personal information.

**CONSENT:** Sometimes we also rely on the fact that you give us consent to use your personal information so that we can take care of your needs.

Please note that you have the right to withdraw consent at any time if you no longer wish to receive services from us.

**LAW:** Sometimes the Law obliges us to provide your information to an organisation (see above).

## 12. How long we keep your personal information:

We carefully consider any personal information that we store about you, and we will not keep your information for longer than is necessary for the purposes as set out in this Privacy Notice.

## 13. If English is not your first language:

If English is not your first language you can request a translation of this Privacy Notice. Please contact our Data Protection Officer.

## 14. Complaints:

If you have a concern about the way we handle your personal data or you have a complaint about what we are doing, or how we have used or handled your personal information, then please contact our Data Protection Officer. However, you have a right to raise any concern or complaint with the UK information regulator, at the Information Commissioner's Office: <https://ico.org.uk/>.

## 15. Our website:

The only website this Privacy Notice applies to is the Training Hub's website. If you use a link to any other website from the Training Hub's website then you will need to read their respective privacy notice. We take no responsibility (legal or otherwise) for the content of other websites.

## 16. Cookies:

Our website uses cookies. For more information on which cookies we use and how we use them, please see our Cookies Policy.

## 17. Security:

We take the security of your information very seriously and we do everything we can to ensure that your information is always protected and secure. We regularly update our processes and systems and we also ensure that our staff are properly trained. We also carry out assessments and audits of the information that we hold about you and make sure that if we provide any other services, we carry out proper assessments and security reviews.

## 18. Contacting you:

Because we are obliged to protect any confidential information we hold about you and we take this very seriously, it is imperative that you let us know immediately if you change any of your contact details.

We may contact you using your mobile phone or email address in the event that we need to notify you about matters relating to the provision of our services, therefore you must ensure that we have your up to date details. This is to ensure we are sure we are actually contacting you and not another person.

## 19. Where to find our Privacy Notice:

You may find a copy of this Privacy Notice on our website, or a copy may be provided on request.

## 20. Changes to our Privacy Notice:

We regularly review and update our Privacy Notice. This Privacy Notice was last updated in January 2019.

# Cookie Policy

This site uses cookies - small text files which are placed on your machine to help the site provide a better user experience.

In general, cookies are used to retain user preferences, store information for things like shopping baskets, and provide anonymised tracking data to third-party applications like Google Analytics. As a rule, cookies will make your browsing experience better. However, you may prefer to disable cookies on this site and on others. The most effective way to do this is to disable cookies on your browser. We suggest consulting the 'Help' section of your browser or taking a look at the [About Cookies](#) website (click to go there), which offers guidance for all modern internet browsers.