

Kids’ Health Matters, CIC Privacy Notice

We want everyone who works with us to feel confident and comfortable with how any personal information you share with us will be looked after or used. This Privacy Notice describes how we collect, use and store your personal information (this means any information that identifies or could identify you).

This policy may change so please remember to check back from time to time. This version was last updated on 1 July 2018. We will make clear on our website any future changes we make to this policy.

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1 Who we are

Health Kids Matters is a community interest company which focuses on training advanced paediatric and neonatal practice (APNP) superheroes for the NHS. In this policy, whenever you see the words “we”, “us”, “our”, or “KHM”, it refers to Kids Health Matters CIC.

As the data controller, KHM is committed to protecting your personal information and making every effort to ensure that your personal information is processed in a fair, open and transparent manner in accordance with all applicable laws relating to data, including the General Data Protection Regulation (“Data Protection Laws”). We are registered with the Information Commissioner Office.

2 How we collect or receive information about you

In the course of providing our services, we collect or receive your personal information in a few different ways.

When you interact with us directly: This could be if you ask us about our business activities, register with us for an online account, enrol in an educational programme or public event, apply for a job or volunteering opportunity or otherwise provide us with your personal information. This includes when you phone us, visit our website, maintain an account using KHM’s online registration system, participate in a message board or get in touch through the post, by email or in person.

When you visit our website: We gather general information which might include which pages you visit most often and which services, events or information is of most interest to you. We may also track which pages you visit when you click on links in emails from us. We use this information to personalise the way our website is presented when you visit to make improvements and to ensure we provide the best service and experience for you. Wherever possible we use anonymous information which does not identify individual visitors to our website. We also use "cookies" to help our site run effectively. There are more details below – see 'Cookies'.

We may also receive your information from a third party such as a university, National Health Service trust, or other partnering organisation if they have a contract or collaboration with us to provide product and services. In this case we will treat your personal data with as much respect as though we collected it ourselves.

3 Information Collected

Depending on what services we provide you, different information will be collected and stored.

Member of KHM website: In order to use an account, you need to provide us with a valid email address and your name.

Customer organisations: We collect information related to your business demographics including customer name, contact details and address.

Students or participants in an educational programme We collect or receive information including your name, date of birth, address(es), e-mail, mobile number, next-of-kin, qualifications, gender, disability, Disclosure Barring Service Clearance, details of current employment, and academic performance, progression and achievement and any extenuating circumstances declared by the student which could impact upon these.

3A Legal Basis for using your information

We collect your personal information to provide you with products and services. In some cases, we will only use your personal information where we have your consent or because we need to use it in order to fulfil a contract with you (for example, because you have registered on a course with us).

In addition, there are other lawful reasons that allow us to process your personal information and one of those is called 'legitimate interests'. This means that the reason that we are processing information is because there is a legitimate interest for KHM to process your information to help us to achieve our mission.

Some of the personal information is characterised as special category data under the GDPR, we process this under Article 9(2) (b) of the GDPR, which permits the processing of this data where:

“processing is necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of employment and social security and social protection law.”

Whenever we process your personal information under the 'legitimate interest' lawful basis we make sure that we take into account your rights and interests and will not process your personal information if we feel that there is an imbalance.

4 How we will use your information

We will use the data:

- For our own internal records, to keep a record of your relationship with us
- To provide the service that you have requested
- To improve the products and services we provide
- To customize the website for you
- To use the IP addresses and device identifiers to identify the location of users and to block disruptive use
- To contact you in response to a submission or specific enquiry you may have made
- To update you with important administrative messages, such as password reminder messages, update notifications regarding a particular service you have requested, or contacting you to check whether you would like to continue using our services after a period of non-use
- To invite you to participate in surveys or research opportunities

If KHM would like to use your personal information for any other uses, we will ensure we notify you first and gain your consent where appropriate.

5 Sharing your information

KHM will never sell or share your personal information with organisations so that they can contact you for any marketing activities.

We do however need to engage third-party companies and individuals (such as educational providers, research companies, analytics and security providers) to help us operate and provide our services. These third parties have only limited access to your information, may use your information only to perform these tasks on our behalf, and are obligated to KHM not to disclose or use your information for other purposes. We enter into contracts with these service providers that require them to comply with Data Protection Laws and ensure that they have appropriate controls in place to secure your information.

Some of our third-party companies operate outside of the European Economic Area (“EEA”). When your information is moved from your home country to another country, the laws and rules that protect your personal information in the country to which your information is transferred may be different from those in the country in which you live.

We use the following two companies that process your personal information outside of the European Union. They do so under the conditions for transfer set out in Chapter V of the GDPR in order for us to provide our services to you.

Panopto provides our video platform. They comply with GDPR. Information collected is or may be processed and stored in the United States. They have in place significant physical,

electronic, and procedural safeguards appropriate to the sensitivity of the Personal Information they collect, use and maintain. Their privacy policy can be accessed here:

<https://www.panopto.com/privacy/>

Typhon Group provides our clinical e-portfolio. They comply with GDPR. They transfer Personal Data and process it in the United States. They take all steps reasonably necessary to ensure that all data is treated securely and in accordance with their privacy policy which can be accessed here:

<http://www.typhongroup.com/privacy-policy.html>

6 Keeping your information safe

We take looking after your information very seriously. We've implemented appropriate physical, technical and organisation measures to protect the personal information we have under our control, both on and off-line, from improper access, use, alteration, destruction and loss.

Your information is stored securely within our internal systems and applications located in the UK.

Our websites may contain links to other sites. While we try to link only to sites that share our high standards and respect for privacy, we are not responsible for the content or the privacy practices employed by other sites. Please be aware that websites that have links on our site may collect personally identifiable information about you. This privacy statement does not cover the information practices of those websites or advertisers. We do not accept any responsibility or liability for privacy practices of such third-party websites and your use of such websites is at your own risk.

Although we do our best to protect your personal information, we cannot guarantee the security of data transmitted to our website. If you have concerns that your KHM account could have been compromised such as someone discovering your password, please get in touch with us.

7 How long my information is kept

We will keep your information for as long as is necessary to fulfil your contract or collaboration with us, for as long as your account is active, or for the duration of your

participation in an educational programme with us, and for a period of 12 months after this has ended, or as long as is necessary to meet our legal duties, whichever is the greater.

8 Cookies

A cookie is a small file, usually of letters and numbers, which is downloaded onto your device, like your computer, mobile phone or tablet when you visit a website. They let websites recognise your device, so that the sites can work more effectively, and gather information about how you use the site. A cookie, by itself, can't be used to identify you.

We use cookies to distinguish you from other users of our website. This helps us to manage your experience when you come to our website and allows us to improve the user experience. We use cookies to:

- Enable you to move around our website and to use its features
- To collect anonymous information that remember choices you make to improve your experience, like your preferences, e.g. your text size or location. They may also be used to provide services you have asked for such as watching a video.
- To recognise when you return to our website.

We do not use cookies for any marketing purposes. All the cookies we use are necessary for the correct functioning of the website.

If you have any questions about how we use cookies, please contact us.

9 Your rights

You have many rights in respect of the personal information we hold about you:

- You may request access to a copy of the personal information that we hold about you. You can make a request for access free of charge.
- If your personal information is incorrect, you may request that errors or incomplete entries be rectified
- Where the basis for processing is your consent, you can withdraw that consent at any time by contacting us.
- In certain circumstances, you may have the right to be forgotten and your data erased. Please contact if you wish to exercise this right.
- You can ask us to restrict the personal information we use about you where you have a request for it to be erased or have objected to our use of it. In this case your information will simply be stored until your request is acted upon.

- You can ask us to provide you or a third party with some of the personal information that we hold about you in a structured, commonly used, electronic form, so it can be easily transferred.
- You have the right to object to processing of your information based on legitimate interest, for direct marketing, purposes of scientific or historical research and statistics.

We do not use automated decision making and profiling of your personal information without human intervention.

Please make all requests or objections in writing and provide us with two forms of identification so that we can verify your identity before fulfilling any requests. We aim to respond as soon as possible and in any event within a month.

10 Contact Us

If you have any questions or would like to exercise any of your rights as a data subject:

Send an email to sarah@kidshealthmatters.org.uk

Call 079710 32706

Write to us at

Kids' Health Matters, CIC
17 Rutland Avenue
Liverpool, Merseyside L17 2AE

We are a small company and are not required to have a designated data protection officer under the GDPR.

In the event you have an unresolved privacy or data use concern that we have not addressed satisfactorily, you have the right to complain to the Information Commissioners Office by:

Helpline Call them on 0303 123 1113, Monday to Friday between 9am and 5pm.

Live chat Have an online conversation with someone at the ICO at <https://ico.org.uk/global/contact-us/live-chat/>.

Email Use the form at <https://ico.org.uk/global/contact-us/email/>

You also the right to seek legal redress in the event of suffering harm which you do not feel has been sufficiently addressed by us or by the ICO.