Health and Education Co-operative Ltd
Privacy Statement

Your privacy is important to us; and so is being transparent about how we collect, use and share information about you. This policy is intended to help you understand:

- Information we collect about you

- How we collect the information

- How we share the information we collect

- How we store and secure information we collect

- How to access and control your information

All of our online resources operate by collecting and storing your name and email address. Please click on the appropriate resource for more information on the data we store and how we use it:

- Non Medical Prescribing (NMP)

- General Virtual Learning Environment (VLE)

- NMP Online Community of Practice – NMP Zone

- SN@P Assessment and Education

You can ask for your account to be removed from our resources at any time by emailing: support@hecooperative.co.uk.

INFORMATION FOR SYSTEM USERS
Health and Education Co-operative Virtual Learning Environments (VLEs)

Non Medical Prescribing (NMP)
Your university arranged for you to be set up as a user on the Health and Education Co-operative NMP VLE as this is a resource used by universities to support achievement of your NMP qualification.

Your university email address and name are provided to the Health and Education Co-operative Ltd to set up an account for you. An account (with a login and password) enables you to access all online NMP resources at www.hecooperative.co.uk .

The system tracks modules you have been into and completed. This information is used to help populate the progress wheel (top right) and also informs the module completion indicator which appears as a tick.

Course tutors are able to view your access completion of modules if they have signed up as a system administrator (this is not always the case).

System support at HE Co-operative are able to view and track your access to the learning resource. This is an essential part of providing technical support, as and when required.

We only store your name and university email address on the VLE. We will not share or pass this data on to any organisation (other than the university that has requested that we add you as a user to the system).

As a user of the resource we may contact you to inform you about services of the Health and Education Co-operative that may be relevant after you have completed your course. Your details will always be held securely and never shared.

We will contact you at the end of your course to see if you want to continue to access the on-line learning materials and to sign up to our online community of practice where you can access ongoing CPD – www.nmpzone.co.uk .

You can request to be taken off our NMP resource any time by emailing: support@hecooperative.co.uk.

IP Addresses: We collect and store IP addresses associated with your account for security purposes - these are used to prevent multiple false login attempts from people who may try and break your account's password by attempting 'brute force' tactics.

These addresses are never shown to staff or students on the VLE and are not shared with anyone outside of the Health and Education Co-operative (which includes third parties bound by confidentiality who carry out work for us).

General Virtual Learning Environment (VLE)
Your Trust/Employer uses our VLE to host courses for you to access.

Your employer has arranged for you to be set up as a user on the Health and Education Co-operative VLE. The VLE is a hosting platform used by employers (for example Trusts) to run online courses that they have either adopted, purchased or developed.

Your employer uses your work email address and name to set up an account for you. An account (with a login and password) enables you to access all courses your employers wants you to complete at www.hecooperative.co.uk .

The system tracks modules you have been into and completed. This information is used to help populate the progress wheel (top right) and also informs the module completion indicator which appears as a tick.

System Administrators are able to view your access to, and completion of modules. This is usually someone within the Learning and Development team at your employer, or a training lead in your organisation.

System support at HE Co-operative are able to view and track your access to the learning resource. This is an essential part of providing technical support, as and when required.

We only store your name and work email address on the VLE. We will not share or pass that data on to any organisation. In some cases your employer may have provided additional data fields such as regional and team information to help them track who from what area has completed the on-line modules.

As a user of the resource we may contact you to inform you about services of the Health and Education Co-operative that may be relevant after you have completed your course. Your details will always be held securely and never shared.

The Health and Education co-operative may contact you at the end of your course for feedback on your experience.

You can request to be taken off our NMP resource (and database) any time by emailing: support@hecooperative.co.uk.

IP Addresses: We collect and store IP addresses associated with your account for security purposes - these are used to prevent multiple false login attempts from people who may try and break your account's password by attempting 'brute force' tactics.

These addresses are never shown to staff or students on the VLE and are not shared with anyone outside of the Health and Education Co-operative (which includes third parties bound by confidentiality who carry out work for us).

NMP Online Community of Practice

The NMP Zone is an online community of practice for NMPs and NMP Leads. To access the resource you need to complete a registration form available at: www.nmpzone.co.uk.

The online registration form asks you to provide your name and email address. This enables an account to be set up for you and an ability to take part in a closed community (where only individuals from your area can see contacts and resources).

You can add further personal details in the 'your profile' section, such as role, area of work and geographic location. Holding this type of information about you is quite an important part of the platform, as it enables you to find others, and others to find you within your sphere of work (within a closed community of your area). This information will not be shared within the general public or passed on to any other organisation. It will only be shared within your peer group within the online community you have registered for, for example NMP Leads NW.

If you do not want other people to be able to view personal information about you such as your role and employment type, then do not complete the 'your profile' section. Anything you do put in this section will be visible in the Directory to anyone within your closed community.

You can ask to be removed from the online community of practice (www.nmpzone.co.uk) any time by emailing: support@hecooperative.co.uk . There is also an 'opt out' facility within the online platform itself.

SN@P Assessment and Education

If you have registered yourself to access online SN@P resources you will have provided your name and email address to set up an account.

Alternatively, your employer or university may have registered you to access our numeracy and literacy resources on your behalf.

When an account is registered for you, or if you register for one yourself you will receive an activation email, where you provide us with consent to store your data. This data consists of your name, email address, and in some cases student number. We do not pass on or share this information with any other third party (apart from contractors who we pay to work on our resources who are bound by confidentiality).

In some cases a tutor or an employer may set up a mock paper or examination for you to take. To do this, they have been assigned an 'administrator role'. The person who set up your test/examination will be provided with your results.

An 'administrator' can view your activity on our numeracy and literacy resources, and view results of any competency assessment taken as part of your course of job role. This role is strictly managed, and only assigned to your educator or manager within your Organisation and within the management and support teams at SN@P. This is a necessary part of ensuring that you access the most appropriate resources relevant to your learning aims and due to your organisation licencing the use of SN@P to support their examination processes.

We hold information relating to your results for 7 years. This is so you can access results for completed assessments again, should you need to.

We may use your registered email address to contact you to get feedback from you on your experience with our online resources. We may also get in touch with you to inform you of products and services that we feel may be of further benefit to you.

Any intellectual property made available to SN@P personnel for purposes such as supporting registration of user accounts, is destroyed and not stored in any physical or virtual capacity.

Google Analytics: The SN@P support team uses Google Analytics to help monitor trend data, such as internet browser and device used, to ensure the best possible online experience is provided for all registered users. As part of system analytics, SN@P also makes use of active IP addresses to establish any potential issue which may occur for individual end users accessing the online resources from a specific browser version or Organisation, and to ensure they are resolved before any impact to user experience occurs.

You can ask to be removed from SN@P any time by emailing: info@snap-services.org

Reporting concerns or data breaches
We keep all of your personal data safe and private. If you are at all concerned or wish to report an incident, please contact our Data Controller.

INFORMATION FOR ORGANISATIONS

The privacy of our customers and users is of the upmost importance to the Health and Education Co-operative Ltd.

When you purchase a licence to use our online resources the initial account set up either involves:
- you providing the Health and Education Co-operative (including SN@P) with a list of names and email addresses; or
- you uploading user names and email addresses using one of our bulk upload facilities

Before you provide us with the details, as part of our licence agreement, you must have ensured that this is covered through your own organisations 'third party' data sharing statements or gained the consent of the individual whose details you have uploaded for an account.

What data do we store?

Personal details: We store name and email addresses as these are an essential part of account set up. In some cases we store a limited number of additional fields. At the moment these are limited to 'team' and 'area' for some VLE users. And 'student number' for SN@P users. No other personal information is collected or held.

Progress details: We store information on what resources have been accessed and when. This is to provide learner management information to you, and also to enable the user to track their progress. We hold this information for 7 years.

IP Addresses: We collect and store IP addresses associated with your account for security purposes - these are used to prevent multiple false login attempts from people who may try and break your account's password by attempting 'brute force' tactics.

These addresses are never shown to staff or students on the VLE and are not shared with anyone outside of the Health and Education Co-operative (which includes third parties bound by confidentiality who carry out work for us).

Who do we share data with?

We NEVER share or pass on any personal data, progress information or IP information with organisations outside of the Health and Education Co-operative.

We do contract with third party organisations to undertake development works on our resources and to look after our servers. Any contractor is bound by confidentiality and is unable to take or use any of the data outside of the Health and Education Co-operative.

How do we use the data we collect?

We use the data we collect on the learning resources to help the learner keep track of progress. We also use it to provide learner management information to organisations (for example, you can see who has completed what module).

We may use the email address of the user registered on the system on occasion to survey their experience, or to inform them of Health and Education Co-operative/SN@P products and services that we feel may be of benefit to them. You can request that we do not do this by contacting: support@hecooperative.co.uk .

CONTACT INFORMATION

Reporting concerns or data breaches
We keep all of your personal data safe and private. If you are at all concerned or wish to report an incident, please contact our Data Controller.

Data Controller: Joanna Tate, Health and Education Co-operative Manager
Tel: 07703130393
Email: Joanna.tate@hecooperative.co.uk

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