



## General Data Protection Regulation (GDPR)

### PRIVACY POLICY

### THE MICHAEL PALIN CENTRE FOR STAMMERING

#### **We value working with you and wish to ensure that you are in complete control over how much we keep in touch with you**

The Michael Palin Centre for Stammering (MPC) collects your data when you use our website to sign up for training courses, come to an event, make a purchase or are involved in any other way with us. This page is here to help you understand how we use the data we collect about you.

Whittington Health NHS Trust is the data controller and will process your data in accordance with the regulations that apply to the General Data Protection Regulation 2016 (GDPR) /Data Protection Act 2018 (DPA18)

#### **Information collection**

If you have given us information about yourself we take that information and hold it on a database, stored on a NHS Whittington Health computer.

#### **Use of your information**

We use any personal information that you give us (name, email address, postal address etc), only for the purposes of:

- sending you mail and newsletters to inform you about our teaching activities; or
- informing you about special events at the MPC.

By registering for a training course, you agree to the collection and use of information necessary to process your payment or provide you with the information you have requested, including training materials that accompany our courses. At the point of supplying your information, we tell you how your information will be used. Providing your details means that you are agreeing to this use. It will not be used in other ways than is detailed. *You may choose to unsubscribe from mail or email communications at any time.*

#### **How long we store your data**

We will keep your personal information only for as long as we consider it necessary to carry out each activity. We have a data retention policy to implement this. We take account of legal obligations and accounting and tax considerations as well as considering what would be reasonable for the activity concerned. For example, we will retain details of payments for seven years to meet tax and accounting requirements.

#### **Security**

We restrict access to your data to our employees and administrative volunteers who have a specific need to use your data to perform their work. Your data is stored internally and we maintain physical and electronic security and procedures to ensure that your data is not freely available.

#### **Use of your data by a third party**

We won't share your data with other organizations so they can send you marketing materials. We may also use external online mass email and event management services (such as Mailchimp and Eventbrite) to send you our updates.

## **Use of information collected automatically through our website**

### **Cookies**

Cookies are files with a small amount of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a web site and stored on your computer's hard drive.

Like many sites, we use cookies to collect information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our website.

### **Log Data/Analytics**

Like many site operators, we collect information that your browser sends whenever you visit our site ("Log Data"). This Log Data may include information such as your computer's IP address, browser type, browser version, the pages of our website that you visit, the time and date of your visit, the time spent on those pages and other statistics. In addition, we may use third party services such as Google Analytics that collect, monitor and analyze this data for the purposes of understanding usage patterns and improving our site design. We do not use this data to try to identify specific people, and we do not collect data that would allow us to do this.

### **Online Security**

The security of your personal information is important to us, but we acknowledge that no method of transmission over the Internet, or method of electronic storage, is 100% secure. While we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

### **Links to Other Websites**

For your convenience, we may provide links to other websites and web pages that we do not control. We cannot be responsible for the privacy practices of any websites or pages not under our control and we do not endorse any of these websites or pages, the services or products described or offered on such sites or pages, or any of the content contained on those sites or pages.

### **Putting you in control**

#### **Access to your information**

You have the right to request details of the information we hold about you. To receive a copy of the personal information we hold please write to

We will respond within 1 month of receiving your letter.

For more information about your rights under the Data Protection Act you can visit the website of the [Information Commissioner's Office](#).

#### **Updating your preferences**

If you need to update your personal information or change any of your communication preferences, please contact us at [mpc.admin@nhs.net](mailto:mpc.admin@nhs.net)

#### **Updating your information**

We do appreciate it if you keep your details up to date. You can do so in the same way as updating your preferences (above). We may use Post Office address search, postcode lists or other available sources to confirm data that you provide us with, where, for example, we are unsure of what you have completed on a form. We will not use these sources to create data that you have chosen not to provide, for example, if you have left a telephone number blank; nor will we automatically update changes of address, we will normally only update your address when you tell us it's changed.

#### **Telling us to stop processing**

You have the right to ask us to erase your personal data, to ask us to restrict our processing or to object to our processing of your personal data. You can do so at any time by writing to us at: Data Protection Officer, Whittington Hospital, Highgate Wing Level 5, Information Governance Department, Magdala Avenue, London, N19 5NF.

#### **Changes to This Privacy Policy**

This Privacy Policy is effective as of the 'last updated' date below and will remain in effect except with respect to any changes in its provisions in the future, which will be in effect immediately after being posted on this page. We reserve the right to update or change our Privacy Policy at any time and you should check this Privacy Policy periodically. Your continued use of the Service after we post any modifications to the

Privacy Policy on this page will constitute your acknowledgment of the modifications and your consent to abide and be bound by the modified Privacy Policy. If we make any substantial changes to this Privacy Policy, we will notify you by placing a prominent notice on our website.

### **Contact Us**

If you have any questions about this Privacy Policy or the data that we keep about you and how we use it, please contact us on [mpc.admin@nhs.net](mailto:mpc.admin@nhs.net)

If you have been dissatisfied with the service you have been provided and have exhausted the Trust's complaints process, you can refer any complaints to: PALS Office, The Whittington Hospital, Magdala Avenue, London, N19 5NF. Telephone 020 7288 5551. Email [whh-tr.whitthealthPALS@nhs.net](mailto:whh-tr.whitthealthPALS@nhs.net)

### **The Michael Palin Centre**

*Last updated 15<sup>th</sup> May 2018*