

Privacy and Data Protection Notice – Education and Library Service

The Education and Conference Centre delivers education and training for clinical staff, healthcare professionals and those working with palliative care patients and families. We provide bespoke education and training to health and social care professionals either in their care home, hospital or work setting or here at the Education & Conference Centre and offer meeting and conference facilities. There is also a library and information service for staff, volunteers, students and other health professionals.

We are committed to protecting and respecting your privacy, and aim to be clear and open about how we collect, store and use your personal information. Please note that we reserve the right to access and disclose individually identifiable information to comply with applicable laws and lawful government requests, to operate our systems properly and to protect both our users and ourselves. All our information collection processes conform to latest Data Protection legislation and our commitment to confidentiality.

We keep our Privacy Policy under annual review and we will make you aware of any updates.

Definitions of Personal Data

By personal data we mean any information that might allow you to be identified, such as your name, address, date of birth or photo.

What information do we collect about you?

- Depending on the reason for your contact with the department, information collected may include your contact details, job title, telephone number and organisation.
- If you contact us, we may keep a record of that communication exchange

What we do with your data

- Information will be held securely. There are physical, electronic and managerial procedures in place to safeguard and secure the information we collect
- We will keep data for 5 years and only for longer with your permission.
- Personal data collected for the purposes of sending you marketing and information about our health education programme or our conference facilities is not shared, sold or rented.
- Personal data you supply when you register for the library is stored on a database and may be accessed by the external organisations listed below in order to process it based on our instructions and in compliance with our privacy policy and all other appropriate confidentiality and security measures:
 - NHS Library Services in the east of England
 - Sirsi Dynix who are the developers and suppliers of the software used for our Library Management System
 - Health Education East of England and Midlands who fund the system and provide technical and administrative support.

How we use your Data

The data we collect is for our legitimate business purposes which may include the following:

- Course administration and record keeping
- Course planning and improvement
- To send you information about our health education programme and services
- To send you marketing and information about our venue hire and conference facilities
- Information held by the library service is used only for the purposes of delivering library and information services to you, including:
 - loans of library resources
 - reminders and overdue notices
 - interlibrary loans and document supply

Access to your Information

- You have the right at any time to request a copy of the information we hold about you.
- We aim to ensure your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.
- You may opt out of receiving our marketing material at any time.

Third parties who receive data – directly or indirectly – from our website include:

- Eventbrite – registration for Study Days. Please click [here](#) for Eventbrite’s privacy policy.

Complaints

Arthur Rank Hospice Charity aims to meet the highest standards when collecting and using personal information. For this reason we take any complaints we receive about this very seriously. We encourage people to bring concerns to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. Please direct your complaint to Head of Education and Practice Development, Arthur Rank Hospice Charity, Shelford Bottom, Cherry Hinton Road, Cambridge CB22 3FB. education@arhc.org.uk 01223 675780.