

## **PRIVACY STATEMENT**

SWL Training Hub CIC is committed to protecting your privacy and developing technology that gives you the most powerful and safe online experience. This Statement of Privacy applies to the SWL Training Hub CIC site and governs data collection and usage. By using the SWL Training Hub CIC site, you consent to the processing of data as described in this statement.

### Collection of Personal Information

SWL Training Hub CIC collects personally identifiable information, in the form of contact details such as your email address, name, home or work address or telephone number. SWL Training Hub CIC also collects anonymous demographic information, which is not unique to you, such as your postcode, age, gender, preferences, interests and favourites and cannot be used to identify you as an individual.

SWL Training Hub CIC encourages you to review the privacy statements of Web sites you choose to link to from SWL Training Hub CIC so that you can understand how those Web sites collect, use and share your information. SWL Training Hub CIC is not responsible for how third parties may process your data, the contents of any third party privacy statements or other content on Web sites outside of the SWL Training Hub CIC and SWL Training Hub CIC family of Web sites.

### Use of your Personal Information

SWL Training Hub CIC collects and uses your personal information to operate the SWL Training Hub CIC Web site and deliver the services you have requested or respond to your query. It will not keep your personal data for longer than 24 months. SWL Training Hub CIC may also use your personally identifiable information to inform you of other products or services available from SWL Training Hub CIC and its affiliates. SWL Training Hub CIC may also contact you via surveys to conduct research about your opinion of current services, of potential new services that may be offered, providing requested services, offering quotes for services, processing payments and refunds, communicating with you about products, services, and updates, providing customer support and resolving inquiries, improving our website, products, and services, complying with legal obligations, sending promotional emails (with your consent, which you can withdraw at any time)

SWL Training Hub CIC does not sell, rent or lease its customer lists to third parties. SWL Training Hub CIC may, from time to time, contact you on behalf of external business

partners about a particular offering that may be of interest to you. In those cases, your unique personally identifiable information (e-mail, name, address, telephone number) is not transferred to the third party.

SWL Training Hub CIC does not use or disclose sensitive personal information, such as race, religion, or political affiliations, without your explicit consent.

SWL Training Hub CIC keeps track of the Web sites and pages our customers visit within SWL Training Hub CIC, in order to determine what SWL Training Hub CIC services are the most popular. This data is used to deliver customized content and advertising within SWL Training Hub CIC to customers whose behaviour indicates that they are interested in a particular subject area.

SWL Training Hub CIC Web sites will disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on SWL Training Hub CIC or the site; (b) protect and defend the rights or property of SWL Training Hub CIC; and, (c) act under exigent circumstances to protect the personal safety of users of SWL Training Hub CIC, or the public.

#### Use of Cookies

The SWL Training Hub CIC Web site uses "cookies" to help you personalize your online experience. A cookie is a text file that is placed on your hard disk by a Web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the Web server that you have returned to a specific page. For example, if you personalize SWL Training Hub CIC pages, or register with SWL Training Hub CIC site or services, a cookie helps SWL Training Hub CIC to recall your specific information on subsequent visits. This simplifies the process of recording your personal information, such as billing addresses, shipping addresses, and so on. When you return to the same SWL Training Hub CIC Web site, the information you previously provided can be retrieved, so you can easily use the SWL Training Hub CIC features that you customized.

You have the ability to accept or decline cookies. Most Web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the SWL Training Hub CIC services or Web sites you visit.

#### Security of your Personal Information

SWL Training Hub CIC secures your personal information from unauthorized access, use or disclosure. SWL Training Hub CIC secures the personally identifiable information you provide on computer servers in a controlled, secure environment, protected from unauthorized access, use or disclosure. When personal information (such as a credit card number) is transmitted to other Web sites, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

#### Changes to this Statement

SWL Training Hub CIC will occasionally update this Statement of Privacy to reflect company and customer feedback. SWL Training Hub CIC encourages you to periodically review this Statement to be informed of how SWL Training Hub CIC is protecting your information.

#### Contact Information

SWL Training Hub CIC welcomes your comments regarding this Statement of Privacy. If you believe that SWL Training Hub CIC has not adhered to this Statement, please contact [office.swlth@nhs.net](mailto:office.swlth@nhs.net). We will use commercially reasonable efforts to promptly determine and remedy the problem.