

# The Strategy Unit, NHS Midlands & Lancashire

## Privacy Policy and Booking and Cancellation Policy

### Contents

Privacy Policy ..... 2

Booking and Event Cancellation Policy..... 5

## Privacy Policy

The Strategy Unit part of [Midlands and Lancashire CSU](#) (MLCSU) is committed to protecting and respecting your privacy. This policy explains when and why we collect personal information about people who visit our conference registration and submit abstracts via our websites and forms, how we use this information, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you are happy with any changes. By using our course registration, mailing list sign up or Midlands Analyst Network sign up processes, which are powered and supported by Eventbrite, Microsoft Forms, Microsoft Teams, or [SmartSurvey](#), you are agreeing to be bound by this policy.

A number of pages throughout the [Strategy Unit](#) website invite users to complete forms including their personal details. There is no requirement to fill in these forms to view general material on this site. If you do wish to complete a form with your details to make contact, you should note the following:

- Information submitted to NHS Midlands and Lancashire via this web site will be used solely for the purpose for which it is collected and will not be passed on to other areas of the Trust, nor to any other organisation, without your explicit permission. The purpose for which the information is collected will be made clear.

We have implemented security procedures and technical measures to protect any personal data which is kept by NHS Midlands and Lancashire, from:

- Unauthorised access
- Improper use or disclosure
- Unauthorised modification
- Unlawful destruction or accidental loss

NHS Midlands and Lancashire employees who have access to personal data are obliged to respect confidentiality; they are bound by confidentiality contract clauses and the duties of common law.

NHS Midlands and Lancashire abide by the Data Protection Act of 1998 and UK General Data Protection Regulation (UK GDPR) in the holding and processing of your personal data. The Head of Information Governance is happy to answer any enquiries.

If you are using a public computer and do not wish others to be able to go back to view the details you have typed into a form on the web it is advisable to clear the contents of the form and your cache (temporary internet files) before leaving the computer.

Some information is collected automatically by the web server and is used by the organisation, in aggregate form, for statistical analysis of visits to the site. If you have concerns or questions about this, you can contact the communications and engagement team.

Further information on Data Protection issues can be found at [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

## **Who are we?**

NHS Midlands and Lancashire has been appointed by the Strategy Unit to process course registration/payment, mailing list sign up and Midlands Analyst Network sign up processes.

## **How do we collect your information?**

We collect information from you when you register for a course, sign up to the Strategy Unit mailing list or sign up for the Midlands Analyst Network.

## **What type of information is collected from you?**

The personal information that we collect may include your name, your email address, your job title and your IP address. Other information will be collected that is necessary to process any payments associated with a particular course or event.

## **How is your information used?**

We may use your information to:

- Process your course registration information to enable you to attend a course or event and to provide feedback following having attended the course or event.
- Provide you with Strategy Unit Updates according to your stated preferences
- Provide you with Midlands Analyst Network updates and opportunities for members, including details of upcoming Huddles, job opportunities, training & events opportunities and other communications consistent with running this community of practice.

We review our data retention periods on a regular basis and will hold your personal information on our systems for as long as is necessary for the relevant activity. We retain personal information in accordance with data protection legislation and in line with the NHS Records Management Code of Practice 2021. We may sometimes retain information longer than the minimum retention periods but only where there is a business requirement to do so.

## **How is your information stored?**

Your personal data is always kept secure, and all NHS organisations are required to provide assurances, every year, that controls are in place to manage personal data. These controls include access controls, encryption, and physical controls.

Your personal data will be kept under strict conditions within the UK, being protected by suitable access controls ensuring that only people with an authorised professional need can access your data and encrypting your data, when necessary, to ensure it is protected from inappropriate access. Where exceptions to this process are undertaken you will be informed.

Where we provide an invoice validation service for our client organisations the processing activity is within a Controlled Environment for Finance.

All organisations that have access to NHS patient data and systems must use the Data Security and Protection Toolkit to provide assurance that they are practising good data security, and that

personal information is handled correctly. This is to measure their performance against the National Data Guardian's 10 data security standards.

Our publication history on the Data Security and Protection Toolkit is available [here](#).

### **Who has access to your information?**

- We will not sell or rent your information to third parties.
- We will not share your information with third parties for marketing purposes.

Third Party Service Providers working on our behalf: we may pass on your information to our third party service providers, agents, subcontractors and other associated organisations for the purposes of completing tasks associated with your registration or mailing list, Midlands Analyst Network, sign up. When we use third party service providers **we will only disclose the personal information necessary to deliver the service.**

### **Accessing and updating your information**

The accuracy of your information is important to us. If you change email address or any of the information we hold is inaccurate or out of date please contact us at: [strategy.unit@nhs.net](mailto:strategy.unit@nhs.net).

You have the right to ask for a copy of the information NHS ML holds about you. Requesting your information from us is known as a Subject Access Request. We must respond and provide you with your information within one month of receiving your request, although we may extend this time in certain circumstances.

If you wish to request your information you may use the details below:

By telephone – 01782 916875 (Monday to Friday, 9am-5pm)

By email – [mlcsusars@nhs.net](mailto:mlcsusars@nhs.net)

### **Security precautions**

When you give us personal information, we take steps to ensure that it is treated securely.

Our websites may contain links to websites run by other organisations. This privacy policy applies only to our website. If you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of third party sites.

If I have a concern regarding how my personal information is being used, who should I contact?

Our Data Protection Officer is Hayley Gidman. Should you wish to contact them you can do so by:

Email: [mlcsu.dpo@nhs.net](mailto:mlcsu.dpo@nhs.net).

Telephone: 01782 916875

Post: Heron House, 120 Grove Road, Fenton, Stoke-on-Trent, Staffordshire ST4 4LX

NHS ML also has a senior member of staff responsible for protecting the confidentiality of patient information. This person is called the Caldicott Guardian. Our Caldicott Guardian is Elizabeth Miller.

A further senior member of staff is responsible for information risk and information security and is accountable to the Managing Director; this person is called the Senior Information Risk Owner (SIRO). Our SIRO is John Uttley.

Further information on NHS England may be found on their website: <https://www.england.nhs.uk/contact-us/privacy-notice/>

For independent advice about data protection, privacy, data sharing issues and your rights you can contact:

Information Commissioner's Office: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF  
Telephone: 0303 123 1113 (local rate) or 01625 545 745  
Email: [casework@ico.org.uk](mailto:casework@ico.org.uk) or visit the ICO website.

We keep our privacy notice under regular review, and we will place any updates on this web page. This notice was last updated on 23/08/2024

## Booking and Event Cancellation Policy

### Booking Terms and Conditions

These booking terms and conditions ("Terms") apply to all bookings made with The Strategy Unit ("SU", "we," "us," "our") for the provision of training and events services.

### Booking confirmation

- All bookings are subject to availability and confirmation by us.
- Your booking is considered confirmed only upon receipt of a confirmation email or other written confirmation from us.

### Payment

- Payment terms will be specified at the time of booking.
- A booking is not secure until full payment has been made. A receipt of payment will be made available on request.
- Payment methods accepted will be outlined during the booking process.

### Cancellations and refunds

#### Cancellation by Attendee

- Full refund for cancellations made at least 30 days before the event.
- 50% refund for cancellations made 14-29 days before the event.
- No refund for cancellations made less than 14 days before the event.
- Please allow up to 30 days for your refund to be processed.

#### Cancellation by Strategy Unit Training

We reserve the right to cancel the event due to circumstances beyond our control, including but not limited to:

- Insufficient number of registrations
  - Speaker unavailability
  - Natural disasters
  - Strikes
  - Government action
- 
- Attendees will be notified via email - we will aim to provide a minimum of 48 hours' notice of any cancellations, where possible.
  - A full refund will be provided if we cancel your event.
  - If the event is rescheduled, attendees may transfer their registration to the new date or request a full refund.
  - The SU is not liable for any course or event attendee costs such as travel or accommodation costs that may be incurred as a result of the course or event being cancelled.

## **Amendments**

- Amendments to bookings are subject to availability and approval by us.
- Additional charges may apply for amendments made after the booking confirmation for example any special requests or requirements including for example access to the venue, dietary requirements, hard of hearing.

## **Customer responsibilities**

- You are responsible for providing accurate information including contact details and payment information, at the time of booking.
- Any special requests or requirements should be communicated to us at the time of booking.