



## **PRIVACY NOTICE**

This privacy notice details how Hestia Clinical may use any personal information we collect about you when you use our website, purchase/use any of our courses and communicate with Hestia Clinical.

### **1. Who is responsible for your data?**

Hestia Clinical is responsible for the personal data we collect/obtain from you.

### **2. What personal data do we collect/obtain?**

The term “personal data” in our privacy notice relates to the information which allows us to identify you, for instance when you register an account on our site. Hestia Clinical may also collect personal data when you purchase our courses, use our website or contact us. In summary, the following information may be collected:

- ✓ Your name, surname, contact details (e.g. email, telephone number and postal address)
- ✓ Your occupation and professional registration number (if applicable)
- ✓ Information about your health/disabilities (e.g. any medical conditions) that may affect your training or require special adjustments. Please see section “Sensitive personal data” below for more information
- ✓ Your feedback
- ✓ Information about your purchases on our website, including your payment card details
- ✓ Information obtained when interacting with us on social media (e.g. your usernames, comments, likes and insights provided by the social media platform)

### **Sensitive personal data**

Through the courses provided by Hestia Clinical, we may obtain information that could reveal your racial or ethnic origin, physical or mental health, religious beliefs or alleged commission or conviction of criminal offences. Such information is considered “sensitive personal data” under the General Data Protection Regulation. This information is only collected by Hestia Clinical in instances where you have given your explicit consent or have made it purposely public. Reasons for collecting this information include:

- ✓ For your safety and ability to participate in our training courses – you will need to inform us of any medical conditions or disabilities that may require special adjustments to be made. Where required, we kindly ask for a medical certificate to be provided

In instances where you inform us about specific dietary requirements you may have, this could potentially indicate that you have specific religious beliefs.

### **3. How and why we use your personal data**

Hestia Clinical will use your personal data for the following reasons:

- ✓ Processing your order of either the face-to-face practical course or E-Learning module
- ✓ To deliver our training courses
  - We ask for certain details (e.g. professional registration number) to ensure delegates are eligible to enrol onto our courses
  - Delegates are required to complete an attendance sheet prior to starting the face-to-face practical course – these records are retained by Hestia Clinical to ensure correct billing and to provide evidence of delegate training
- ✓ To communicate with you
  - Sending you emails such as confirmation of your bookings and payments, or to notify you of changes to any training
  - Responding to an enquiry you've sent us – whether through email, web-form on our website or telephone
- ✓ To personalise and enhance your customer experience – this may include using the feedback you provide us after the face-to-face practical course or via email/telephone
- ✓ The business purposes for which we will use your information include accounting, billing and audit, credit or other payment card verification, statistical and marketing analysis

### **4. Sharing your personal data**

Hestia clinical will not share your personal information with any other company.

## **5. Requesting access and correction of your data**

Legally, you have the right to request access to the personal data we collect and hold about you. If you would like to proceed with this request, please email [info@hestiaclinical.com](mailto:info@hestiaclinical.com). In response, you will be sent a copy of our Subject Access Request Policy which details what Hestia Clinical needs to deal with your request.

## **6. Cookies**

Hestia Clinical uses technologies such as cookies to improve our services, provide you with more relevant content and analyse how visitors use our website. Information collected from these technologies cannot identify you. If required, cookies can be deleted at your discretion. Whilst most features on our website are still accessible without cookies, please note that certain cookies are necessary to view and navigate on our site.

## **7. Updates to our Privacy Notice**

Hestia Clinical regularly updates this Privacy Notice to ensure it is in line with legal requirements. This policy was last updated 29<sup>th</sup> October 2021.

## **8. Security of your personal data**

Hestia Clinical takes all the necessary measures to ensure your personal data is protected against unauthorised or unlawful processing and accidental loss, destruction or damage. When your personal data is submitted to our website, the information is transmitted across the internet securely, using high-grade encryption. Your information is stored on our systems, all of which are located on our private premise, of which no third party has access to. Your personal data will be retained by Hestia Clinical for as long as we need it to fulfil our purposes set out in this Privacy Notice or in order to comply with the law.