

**POLICY STATEMENT**

This Policy outlines the company's privacy policy and rules to which it adheres.

**POLICY RATIONALE**

The rationale for this policy is to ensure that all staff and customers are aware of the privacy principles to which we subscribe.

**GLOSSARY OF TERMS**

**CROSS REFERENCES and other RESOURCE MATERIAL**

Prepared by:	Department:	Authorised:	Review Cycle:	Issue Number:
D. Reid	Administration	Directors	Bi-Annual	01-07-2004
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## **1. Your personal information**

Your personal information is very important to us and we are committed to safeguarding your personal privacy. We recognise that you have a right to control how your personal information is collected and used. We take our obligations regarding your personal information very seriously. Unless you directly give us consent to do otherwise, Revive Healthcare Training will only collect and use your personal information as set out in this policy. We are committed to complying with the Data Protection Act and will comply with other laws applicable to our business in relation to our staff and customer's privacy.

## **2. Our services**

Revive Healthcare Training offers a variety of services to our customers. This policy applies to the products and services offered by Revive Healthcare Training and its related bodies. Some of the services may have specific conditions which are explained at the time that our customers choose to use them, in addition to this privacy policy.

## **3. Collecting information about you**

Revive Healthcare Training will not collect or monitor any personal information about you without your consent. The only personal information we collect is what you tell us about yourself (for example place of business, or information relating to employment) or where you have agreed with another party (such as your employer if you are attending one of our courses) to pass on specific pieces of information about yourself.

When you purchase services from us or wish to be considered for employment by us we will sometimes ask you for personal information (such as name, address etc) so that we can arrange to provide the service or keep in contact with you.

On other occasions when you interact with us it may be necessary to keep a record of that incident for business purposes and to enable us to respond to your concerns. Examples may include enquiries which require a follow-up response, customer complaint or other circumstances where you have been affected by incidents which have occurred through your association with Revive Healthcare Training.

You do not have to supply us with that information, however, if you choose not to we may be unable to respond with the service you required.

## **4. Using and disclosing your personal information**

We intend to only use your personal information for the following purposes:

- To fulfil our obligation under any purchase of Revive Healthcare Service
- To render after sales service
- To provide information about us, our products, services, special offers and special events
- To satisfy conditions associated with any contractual or legal arrangement
- To make statistical data for marketing analysis
- If you are an account holder provide information to you about that account
- In line with any legal requirement requiring full or partial disclosure.

If any other purpose arises other than those listed above you will be advised at that time.

In nearly all circumstances when we use your information for these purposes, the information is kept within Revive Healthcare Training. However, we sometimes need to share your information with non-Revive Healthcare Training providers for purposes which are necessary for the conduct of our business (for example the Equality Commission).

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We recognise the importance of you giving us your personal information. We will not use or disclose any information about you for any other purpose without your consent, except in exceptional circumstances such as if disclosure is required by law or is necessary to protect the rights and/or property of Revive Healthcare Training or any other member of the public or to lessen a serious threat to a person's health or safety.

#### **5. When we contact you**

We may contact you at either the email or postal address that you have given us for the purposes listed above.

If you are receiving promotional information from Revive Healthcare Training that you no longer wish to receive, you may request that your name be removed from our list by contacting the Corporate Privacy Officer at the address or on the telephone number listed. It can take up to 14 days for your request to be processed.

#### **6. Accessing the information we keep about you**

If, at any time you want to know what personal information you have provided to us, please contact the Corporate Privacy Officer at the address or on the telephone number listed. Our file of information will be made available to you within 28 days.

#### **7. Changing and deleting the information that we have about you**

If at any time you wish to change your personal information that is inaccurate or out of date, or if you wish to have your personal information deleted, please advise us and we will take all reasonable steps to amend or delete it, unless we need to keep it for legal or contractual reasons (for example for the Inland Revenue). However please note that deletion of your personal information may prevent us from being able to provide you with services (as either a customer or employee) that you may require.

To change or delete your personal information please contact the Corporate Privacy Officer.

#### **8. Storage and security of your personal information**

Revive Healthcare Training will endeavour to take all reasonable steps to keep secure any information which we hold about you and to keep this information accurate and up to date, including information which is stored electronically. Our employees and agents are obliged to respect that confidentiality of any personal information held by Revive Healthcare Training. However, Revive Healthcare Training is not responsible for events arising from unauthorised access to your personal information.

#### **9. How to contact us**

If you have any further queries relating to our Privacy Policy, if you wish to change or delete information, or have a problem or complaint please contact:

The Corporate Privacy Officer  
Revive Healthcare Training Ltd  
PO Box 841  
Belfast BT15 4WZ