



PRIVACY, SECURITY AND COPYRIGHT STATEMENT

This website is hosted and maintained by Membership Engagement Services Ltd (MES), 33 Clarendon Road, London, N8 0NW. MES is part of The ERS Group (www.theERSgroup.com). MES is a 'Data Processor' registered with the [ICO](#) working on behalf of clients, the 'Data Controllers'.

WHO IS OUR DATA PROTECTION OFFICER (DPO)?

Our DPO for the ERS Group of companies is:

Ian Robinson
33 Clarendon Road
London
N8 0NW

The DPO can be contacted at DPO@theersgroup.com

HOW IS INFORMATION GATHERED ON THIS SITE USED?

This website is hosted and maintained by Membership Engagement Services Limited. MES is a wholly owned subsidiary of Electoral Reform Services Ltd (ERS).

Membership Application Forms

The purpose of the site is to gather the personal data required in order to sign up and become members of the organisation on whose behalf we are working i.e. the organisation named on the membership form page. These details may then be used by that organisation to communicate with you about general membership matters. We also collect demographic data based on your postcode to enable the organisation to report the makeup of its membership to NHS Improvement, the Regulator (<https://improvement.nhs.uk>).

'ClickRSVP': Online RSVP Tool

The purpose of this page is to gather your RSVP to an invitation sent to you by the organisation you are a member of. Because you are a member, they already have your details, and this RSVP is logged against them.

'ClickSurvey': Online Survey Tool

The purpose of this site is to gather survey responses for the organisation on whose behalf we are working. It is up to the organisation and dependent on the specific survey which details are being gathered and how personal they are. If you are asked for contact information, then these details may be used by that organisation to communicate with you about general membership matters. If you are asked for your postcode, we also collect demographic data based on your postcode to enable the organisation to report the makeup of its membership to NHS Improvement, the Regulator (<https://improvement.nhs.uk>).

If your survey is anonymous, it will say so and your answers will not be connected to you by your email.

If your survey is not anonymous, you are a member of the organisation running the survey, and your answers will be connected to your membership details for analysis, such as demographic analysis.

Engage and Connect Membership & Stakeholder Database Sites

The purpose of these sites are to enable you to engage your membership better. Personal details about you are not required, other than your email address. Your email address may be used to communicate with you in event of password refreshes. This organisation does not use your login's email address to communicate with you beyond system communications you request. The information gathered on this site is yours and used by you.

Patient & Staff Experience Survey Pages

The purpose of this site is to gather feedback survey responses for the organisation on whose behalf we are working. It is up to the organisation and dependent on the specific survey which details are being gathered and how personal they are but since it is not required to gather personal information for Feedback surveys we have not been requested to support personal information up to now. Demographic information, such as gender and ethnicity, may be gathered and, if you choose to give it, this information will be used for demographic analysis of survey responses. The surveys are anonymous. If you have been emailed a link to this survey, your email will not be used to connect the responses you give to you therefore we cannot trace back to the survey taker.

Patient & Staff Experience Site

The purpose of this site is to administer the Surveys and analyse and get reports on the Experience Survey responses (feedback). The data collected about your survey recipients is anonymous. Demographic information may be given for demographic analysis.

Personal details about staff users are not required, other than the email address for logging in and for system notifications. This organisation does not use your email

address, or any other personal information about you provided, beyond these system functions. The information gathered on this site is yours and used by you.

Declarations of Interest Feedback Capture Site ('Declare')

The purpose of this site is to capture NHS staff declarations of interest related to their employing organisations. Personal data held and/or requested about staff include a member of staff's Electronic Staff Record, i.e. First Name, Last Name, Job Role, Department, Pay Band, Assignment Number, and Email Address. In addition individual declarations of conflict of interest are captured upon entry by an individual member of staff or organisational stakeholder (e.g. Governor). This information is only used for the express purposes as set out by NHS England and in accordance with the organisation's own policies.

All Sites

MES may also analyse information gathered to determine what is most effective about our site, to help us identify ways to improve it. If data is used for any other purposes, we will describe these to you at the point we collect the information. Neither MES nor ERS pass the data on to any other third party unless requested to do so by the organisation you are signing up to become a member of.

WHAT INFORMATION IS GATHERED VIA THIS SITE?

Information in this site is gathered in two ways: indirectly (for example, through our site's technology); and directly (for example through information that you enter). Examples of information we collect indirectly are your internet (IP) address which is automatically collected and is placed in our internet access logs, and the date and time of when you access the site. Examples of information collected directly are the details you may enter in order for us to be able to communicate with you.

We may also use Cookies, which are small text files stored on your computer or device when you visit a website, which allow the website to work properly and help keep it secure, and help us understand how people are using the website so that we can improve it. For more information about the cookies we use, please read our Cookie Information below.

HOW LONG WILL WE KEEP THIS INFORMATION?

We will only keep information for as long as it is needed for the purposes described when it was collected. The information will not be kept for longer than legislation permits. You may also request that your information is removed, by emailing DPO@theERSgroup.com or writing to the address below.

ACCESS TO YOUR DETAILS

You have the right to request personal information held and to have any inaccurate information, such as your name or contact details, corrected. Such requests should go to the data controller i.e. the client on whose behalf MES is conducting this work. You may also contact the MES and ERS Group Data Protection Officer via dpo@theersgroup.com, but please be aware that there may be a delay while your request is forwarded to the relevant client.

WILL WE SHARE THIS INFORMATION WITH OUTSIDE PARTIES?

The information is provided only to the organisation on whose behalf we are working. It is not given to any other party unless requested by this organisation you are signing up to become a member of and/or to maintain the quality and accuracy of the data, or legally required to do so. That is, if we have a good-faith belief that such action is necessary to comply with a current judicial proceeding, a court order or legal process served on our website. Neither MES nor ERS will sell individual information.

WHAT SECURITY CONTROLS ARE IN PLACE?

We want you to be secure when visiting our site and are committed to maintaining your privacy when doing so. MES and ERS have physical security in our facilities to protect against the loss, theft, misuse, or alteration of information. There are also different layers of security implemented throughout our website platform, for example hardware and application firewalls; intrusion detection systems; and SSL encryption. In addition both organisations are accredited to the Cyber Essentials scheme (<https://apmg-certified.com/PublicOrgLogin/Certificate.aspx>)

COOKIES

If this site uses cookies, it uses **Session Cookies**, which simply allows secure navigation from one page to the next once you have logged in. The Session Cookie is a first party cookie (i.e. only placed by MES websites) and is temporary (i.e. it is deleted when your session ends). An example of our Session Cookie is LocationID.

Some MES websites use **Google Analytics cookies**, which allow us to collect information such as the browser, operating system and screen resolution used, the pages you visit on our website, an anonymised version of your IP address, and your location (country only). This information helps us to improve the usability and performance of the website. These Google Analytics cookies are first party cookies (i.e. only placed by MES websites) and may persist on your computer for up to two years. The anonymous information collected is sent to Google so that we can use their analytics reporting tools. We do not send personally identifiable information to Google. For more information on how Google uses the data we send them, please see <https://www.google.com/policies/privacy/partners/> If you do not want Analytics to be used by your browser, you can install the Google Analytics opt-out add-on from

<https://tools.google.com/dlpage/gaoptout> . Examples of Google Analytics cookies include _ga, _gid, __utma, __utmb etc.

On webpages that include videos, there are third party cookies placed by vimeo.com, we cannot show videos without these.

Finally, some of our websites use a first party, persistent cookie called cookieconsent_status, which is used to prevent the re-display of the cookie policy banner on subsequent website visits if it has been previously closed.

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