Privacy Notice

Statement of intent

This is to ensure compliance with GDPR and outline how we store, collect and protect the personal details of the people we work with

Quality Improvement Clinic Ltd, QICaction & QIClearn

The type of personal information we collect

We currently collect and process the following information for individuals that sign up to our online learning courses:

- Names
- Place of work
- Phone numbers
- Email addresses
- Postal addresses

We retain phone numbers and postal addresses for the strict purposes of communicating with them for the time in which they are learning with us and for sending course materials.

If our learners have used our online platform, their email address, name and all the work they have completed within this platform will be retained in this platform. This information is not shared with anyone outside our company.

When providing consultancy work, our stored information is less than laid out above for the individuals we will engage with during our consultancy. We will not, in most cases require to hold and retain personal addresses, phone numbers or email addresses for our client or their staff unless the consultancy work involves the use of our online learning courses.

When producing case studies of our consultancy work and for any images, feedback or quotes collected during our consultancy we will request consent from the individuals involved for permission to use this information for our intended purposes. The request will be specific, clear and the participant will be notified of their right to withdraw.

Quality Improvement Clinic

Privacy Notice

All data consent forms are stored on our SharePoint system, these will not be deleted unless there is a request from an individual to have all their data removed and their consent withdrawn.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- You have provided it to us when you've signed up to our online courses
- You have signed up to our newsletter
- You have registered an interest for one of our courses
- We have worked with you in a consultancy capacity and you have requested us to stay in touch

·No data is shared from the website with any third parties other than payments. Payments are all processed by Stripe on their website, no payment data is stored or retained. The webpages share no personal data with any third party and the host organisation has no access to the data we request from registrations.

We do not transfer any data outside of the UK, our core business does not need to hold personal data beyond what is detailed above.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(A) Your consent. You are able to remove your consent at any time. You can do this by contacting team@qiclearn.com
(B) We have a legitimate interest

Our Legitimate Interest

You agree to permit Quality Improvement Clinic and its subsidiary QIClearn to use all data posted for research, scholarship and further development and promotion of QIClearn products for the benefits of quality improvement in healthcare when you sign up to our online courses. With your permission, we will include and attribute work to you and include your name. Our use of your work will be limited to the promotion of the Quality Improvement Clinic's services. We retain a joint copyright for any of your work produced with our templates thorughout this course.

Quality Improvement Clinic

Privacy Notice

Any content you post on the Quality Improvement Clinic sites and services can be used by us for any purpose including in our marketing materials. We may modify your content, at our sole discretion, in order to make it work better with our sites and services. You agree for your final poster to be displayed on our website and used for marketing purposes, this will have your name and place of work on it as standard, please make it clear if you would prefer this to be anonymous.

Use of Photographic images

Quality Improvement Clinic Ltd and its representatives and employees have the right to take photographs of you as you participate on our courses. You authorise Quality Improvement Clinic Ltd, its assigns and transfers to copyright, to use and publish in print and/or electronically. You agree that Quality Improvement Clinic Ltd may use such photographs of you with or without your name and for any lawful purpose, including for example publicity, illustration, advertising, and Web content.
You will be required to opt in or out of this every time you register for one of our virtual or face to face programmes.

Your data protection rights

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at team@qiclearn.com if you wish to make a request.

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- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
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Please contact us at team@qiclearn.com if you wish to make a request.

How we store your personal information

Personal details of our clients and learners are stored within SharePoint and is only accessible to those within our organisation, this is further limited to those that have a need to see it for the purposes of completing their work and it is password protected.
All data stored on Microsoft's datacentre servers is encrypted by the industry standard AES 256-bit method and distributed across the datacenter. Our accounts are also protected by two factor authentication which provides a second layer of security.

A complete list of systems that collect or store personal data within our organisation is:
· Sharepoint
· Curatr (learning pool ltd., online learning platform)
· Our Websites – data input by learners and arrives as an email to our inbox, none stored
· Email inboxes – details added to SharePoint, information verified with learner, email deleted
· Click & Drop (Royal Mail postal service) - addresses uploaded to generate postage labels, removed at end of course

Privacy Notice

he systems outlined above our regularly audited and periodically, data will be deleted from these systems to ensure compliance and reduce the risk of data breaches. Apart from where the personal records are retained as detailed above in our SharePoint system or on our learning platform.

We do not transfer any data outside of the UK, our core business does not need to hold personal data beyond what is detailed above.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at team@qiclearn.com

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113
ICO website: https://www.ico.org.uk



27.02.24

Signed **Date**

Nicola Davey

01.03.2025

Print **Review date**

Quality Improvement Clinic