

Privacy Policy

FrontFoot Network Ltd 2023

Our contact details

Name: Elizabeth Allen

E-mail: admin@frontfoot.net

Website: www.frontfoot.net

The type of information we collect

Learners

We currently collect and process the following information:

- Personal identifiers: name, email, and unique ID for each learning programme
- Your feedback to each e-learning programme
- Your answers in each e-learning programme.

Clients

We currently collect and process the following information:

- Personal identifiers: name, email, mobile phone, employing organisation, contract details, and quotes.

How we get the personal information and why we have it

Learners

All the personal information we process is provided to us directly by you and we use the information you have given us to:

- To identify you as a unique learner
- To improve user experience
- To improve patient care
- To aggregate and analyse learning data and provide reports to your employing organisation.

We may share this information with your employing organisation and the host of the e-learning platform: Elucidat.

Elucidat use your data solely to identify you as a unique user and to register the number of users. Their privacy policy can be found here:

<https://support.elucidat.com/hc/en-us/articles/4822881454993-Privacy-Policy>

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing this information is: Your consent. You can remove your consent at any time. You can do this by contacting us.

We may use, with your consent, the e-learning feedback that you provide. This is used for marketing and client feedback. Your feedback is always anonymised prior to sharing. You can remove your consent at any time. You can do this by contacting us.

Clients

The information we process and store is provided directly by you or by your employer for the purpose of sales, marketing, contracting, and support.

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing this information is your consent. You can remove your consent at any time. You can do this by contacting us.

How we store your personal information

Your information is securely stored on local and cloud-based servers compliant with GDPR regulations. We use secure passwords and multi factor authentication.

We keep your information for as long as we need the data for our records, audit, marketing, and research.

We then dispose of your information by deleting the data from our storage systems.

Elucidat stores your data as per their privacy policy which is found at the link above.

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 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 admin@frontfoot.net if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at admin@frontfoot.net.

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>