

Privacy Policy

Our Commitment to Privacy

This privacy statement explains how **Health Academy** (referred to as “we,” “us,” or “Health Academy”) collects information from you via the website or in any other manner described in this policy and how this information is used. By providing us with your personal data, you consent to its processing as outlined in this privacy statement.

We recommend revisiting this page periodically to review any updates. If you have questions, comments, or concerns about how we handle your personal information, please contact us at info@healthacademyonline.co.uk.

This statement provides a summary of the full Privacy Policy. Both this summary and the full Privacy Policy apply to information collected by Health Academy through our website and other described methods.

Protecting Your Personal Information

Your personal data is protected under UK data protection laws. As a registered data controller, Health Academy takes appropriate technical measures to safeguard your personal information. These include:

- Regular backups of our systems and data.
- Ensuring secure storage of your account and password information on a secure server.
- Limiting access to your information to authorised employees and subcontractors, all of whom are bound by confidentiality obligations.

If you believe your password has been compromised, notify us immediately and update it through the website. While we implement robust security measures, data transmission over the internet cannot be guaranteed as 100% secure, and usage of the website is at your own risk.

Personal Information We Collect

During Enrolment

We collect personal data when you enrol as a learner. This may include sensitive personal data for specific purposes, for which we request your consent. You may choose options such as “Not Known/Not Provided” or “Prefer Not to Say” for certain fields.

We may share your personal data with:

- The Awarding Organisation.
- Relevant government bodies like the Skills Funding Agency through their Learner Registration Service (for government funding eligibility).

When Accessing Course Materials

We collect information about how you interact with course materials to monitor your progress and improve the learning experience.

Additional Information

You may provide additional personal data through:

- Calls to our helplines.
- Emails and letters.
- Customer feedback forms.

Calls to helplines may be recorded for training and quality purposes and stored for three months. Queries and complaints are also retained for a reasonable period.

How We Use Your Information

We use your personal information for:

- Responding to queries or complaints.
- Delivering online services and course materials.
- Administrative purposes.
- Seeking feedback on courses and services.
- General statistics and research.
- Legal purposes (e.g., to establish, exercise, or defend legal rights).

Depending on your preferences, we may:

- Contact you about new developments and offers.
- Share your personal data with your sponsor (if sponsored by an employer, trade organisation, or group).
- Share information with government agencies for course funding purposes.

Data Collection During Registration and Enrolment

When registering, we require:

- Full name.
- Email address.
- Date of birth (for security purposes).
- Region of residence in the UK.
- Referral source (e.g., how you heard about us).

Additional information may be requested after registration to support your learning experience. Providing this information is optional but recommended for optimal support.

Payment Information

When paying for a course online, we collect:

- Credit or debit card details (processed securely by **Monzo**).
- Email address.
- Telephone number.

Card details are not stored or accessed by Health Academy. Payments are encrypted using industry-standard software. For further details on payment security, refer to Monzo's privacy policy.

Third Parties and Sponsors

To fulfil the purposes outlined in this policy, we may share your information with service providers, agents, and resellers. If your learning is sponsored, we may share relevant details with your sponsor to monitor your progress.

Retention of Personal Data

We retain personal data:

- For as long as necessary to fulfil its collection purpose.
- As required by law.
- To enforce or defend legal claims.

Some deleted information, such as messages to tutors, may be retained as part of your learning record for a reasonable time.

Your Rights

Under UK data protection law, you have the right to:

- Request a copy of all the information we hold about you (a small fee may apply).
- Correct any inaccuracies in your data.
- Prevent data processing if it causes substantial damage or distress. Objections must be submitted in writing, specifying the reasons for your request.

For any of these requests, contact us at info@healthacademyonline.co.uk.

Cookies

We use cookies and similar technologies to enhance website functionality and personalise user experiences. For more details, refer to our **Use of Cookies Statement**.

Contact Us

For data access requests, corrections, or any queries about your personal data, contact us at info@healthacademyonline.co.uk.

This policy has been approved & authorised by:

Name: Neil Ramdhun & Euan Naismith

Role: Co-Directors

Date: 5th January 2025

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