

Terms & Conditions and Privacy Notice for e-lfh.org.uk

The text here forms part of the terms and conditions of use that every e-Learning for Healthcare (e-LfH) user must accept before getting access to the e-LfH Hub. e-LfH has also made this text publicly available on the e-LfH web site in the interests of transparency and updated based on the GDPR EU article29 Working Party which comes into force on 25th May 2018. The text can be [downloaded in pdf format](#) if required. As e-LfH is part of Health Education England (HEE), you can view the [updated HEE privacy notice here](#).

If you have any queries about any aspect of these terms and conditions, please contact enquiries@e-lfh.org.uk.

Using e-lfh.org.uk

e-lfh.org.uk is a collection of online resources provided as part of the Health Education England e-Learning for Healthcare programme and is maintained for your personal use and viewing. Use of this resource is dependent on acceptance of these Terms & Conditions.

You agree to use this site only for lawful purposes, and in a manner that does not infringe the rights of, or restrict or inhibit the use and enjoyment of this site by any third party. Such restriction or inhibition includes, without limitation, conduct which is unlawful, or which may harass or cause distress or inconvenience to any person, and the transmission of obscene or offensive content or disruption of normal flow of dialogue within this site.

What information does e-LfH hold?

e-LfH captures certain information on each user as part of the registration process. This data enables the creation of an accurate user profile, which is necessary for reporting purposes and to offer users learning that is relevant to their needs. The data that is stored is limited to information relating to users' work, such as their job role, place of work or membership number for a professional body (e.g. General Medical Council number). We will never ask for your home address or any other domestic information.

When accessing the e-LfH Hub, you will be asked to set up some security questions, which may contain personal information. These questions are solely intended to enable users to log in if they forget their password and will never be used for any other purpose. The answers that users submit when setting up these security questions are encrypted in the database so that no-one can view what has been entered, not even e-LfH administrators.

e-LfH also store a record of all learning activity by all users on e-lfh.org.uk, including posts on forums or other communication media, and all enquires to the e-LfH Service Desk.

How does e-LfH process the information we hold?

Information collected by e-LfH is solely processed to deliver online learning and to store and report on users' learning activity. It will never be sold for financial gain or shared with other organisations for commercial purposes.

Examples of how e-LfH might use the data held include but are not limited to the following:

- For internal review.
- Customising the content and/or layout of e-lfh.org.uk.

- Notifying users about updates to e-lfh.org.uk.
- Gathering feedback or input on the service, content or layout of e-lfh.org.uk.
- Giving users access to their own learning history.
- Transferring users' learning activity records to e-Portfolio providers to give users a single record of all online and offline learning. This would require users' explicit approval as part of the process to establish the link between the two systems.
- Transferring users' learning activity records for specific programmes to other organisations involved in medical training in the healthcare arena. These organisations include professional bodies that a particular user is a member of, such as a medical royal college or foundation school; or employing organisations, such as trusts. The list of programmes included is available to download in pdf format.
- Making users' learning activity records visible to specific named individuals, such as tutors, to allow tutors to view their trainees' activity. A user would have to give their explicit approval to authorise another user to view their records.
- Providing anonymous summary data to partner organisations, such as professional Bodies; or local organisations, such as Strategic Health Authorities or Trusts.

Who can see users' data?

e-LfH administrators and other approved people working within e-LfH have access to users' training records and user profiles. This may include our suppliers but such organisations will be asked to sign Non-Disclosure Agreements and will never be allowed to use the information for commercial purposes.

GDPR

Under the new General Data Protection Regulations (GDPR), you have many rights regarding your personal data, including seeing what data we hold for you, your right for erasure and also withdrawing consent of data processing. Note that withdrawing consent will result in your account being anonymised and access to the e-LfH Hub removed.

View the [Health Education England \(HEE\) Privacy Notice](#).

If you have any queries relating to GDPR please contact us at enquiries@e-lfh.org.uk.

Use of cookies

For more information on cookies, please see the [Information Commissioner's Office \(ICO\) web site](#).

e-LfH does use cookies on e-lfh.org.uk but in a limited fashion and users have to agree to cookie usage in line with ICO guidance.

The majority of cookies on e-lfh.org.uk are used to keep track of a user's input when filling in online forms, known as session-id cookies, which are exempt from needing consent as they are deemed essential for using the site. We also use a cookie to remember usernames if the user checks the 'Remember me' box on the log in page.

e-lfh.org.uk also uses [Google Analytics](#) to collect anonymous information about how the site is used, including the number of unique users, the pages they visited, which browser they use etc. Google Analytics also uses cookies.

Linking to e-lfh.org.uk

Please let us know if you wish to link directly to pages on e-lfh.org.uk by emailing enquiries@e-lfh.org.uk. We do not object to you linking directly to the information that is hosted on our site. We

do not permit our pages to be loaded into frames on your site; e-lfh.org.uk pages must load into the user's entire window.

e-LfH reserves the right to move or change its web site URLs at any time in order to meet changing business needs and to continually improve its online service. External web sites link to the e-LfH web site at their own risk. We do not encourage deep linking but recommend linking to section homepages, which are less likely to move or change.

Intellectual property

All intellectual property rights relating to the online learning resources remain with e-LfH or its partners. Users have no rights other than to access the learning resources for the purpose of personal study. No modification of any kind is to be attempted to be made to the learning resources. No downloading or copying of any content to electronic or photographic media is allowed. Limited printing of pages of the learning resources is authorised only to the extent reasonably required by you to aid personal study. No part of the learning resources can be reproduced by any means or under any format other than as a reasonable aid to your personal study. You accept liability for any losses suffered by e-LfH arising from your breach, or attempted breach, of its intellectual property rights.

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Tell us how and why you wish to use our logos. Please include your contact details: name, address, telephone number, fax number and email.

Disclaimer

The e-lfh.org.uk web site and material relating to Government information, products and services (or to third party information, products and services), is provided 'as is', without any representation or endorsement made and without warranty of any kind whether express or implied, including but not limited to the implied warranties of satisfactory quality, fitness for a particular purpose, non-infringement, compatibility, security and accuracy.

We do not warrant that the functions contained in the material on this site will be uninterrupted or error free, that defects will be corrected, or that this site or the server that makes it available are free of viruses or represent the full functionality, accuracy, reliability of the materials.

In no event will we be liable for any loss or damage including, without limitation, indirect or consequential loss or damage, or any loss or damages whatsoever arising from use or loss of use of, data or profits arising out of or in connection with the use of e-lfh.org.uk.

Although we may from time to time monitor or review discussions, chat, postings, transmissions, bulletin boards and other communications media on e-lfh.org.uk, we are under no obligation to do so and assume no responsibility or liability arising from the content of any such locations nor for any error, omission, infringement, defamation, obscenity, or inaccuracy contained in any information within such locations on e-lfh.org.uk.

These terms and conditions shall be governed by and construed in accordance with the laws of England and Wales.

Any dispute arising under these terms and conditions shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Links to external web sites

Links contained in e-lfh.org.uk will lead to other web sites which are not under our control. We are not responsible for the content of any linked site. Listing and linking should not be taken as an endorsement of any kind and we accept no liability in respect of the content. We cannot guarantee that these links will work all of the time and have no control over the availability of the linked pages.

Email disclaimer

The purpose of this policy is to ensure that people who communicate with e-LfH understand the way in which electronic mail (email) should be used. Its aim is to ensure that email is used effectively for its intended purpose without infringing legal requirements or creating unnecessary business risk.

The statement below applies to all incoming and outgoing email messages to or from e-LfH:

"This email and any files transmitted with it are confidential. If you are not the intended recipient, any reading, printing, storage, disclosure, copying or any other action taken in respect of this email is prohibited and may be unlawful. If you are not the intended recipient, please notify the sender immediately by using the reply function and then permanently delete what you have received."

Internet email is not a secure medium. Emails sent via the Internet could be intercepted and read by someone else. Please bear that in mind when deciding whether to send material to e-LfH.

You have a responsibility to ensure laws are not broken when composing or forwarding emails and their contents.

Attachments to email messages may contain viruses that may damage your system. Whilst e-LfH has taken every reasonable precaution to minimise this risk, we cannot accept any liability for any damage which you sustain as a result of these factors. You are advised to carry out your own virus checks before opening any attachment."

Virus protection

We make every effort to check and test material at all stages of production. It is always wise for you to run an anti-virus program on all material downloaded from the Internet.

We cannot accept any responsibility for any loss, disruption or damage to your data or your computer system which may occur whilst using material derived from this web site.

Updated May 2018

We may at any time revise these terms and conditions. If this happens, you will be asked to accept the new terms and conditions the next time you log in to the e-LfH Hub. If you do not accept the new terms and conditions, you will not be able to continue using e-lfh.org.uk.

Contact: enquiries@e-lfh.org.uk