



UNIVERSAL COLLEGE *Of*
HEALTH & MEDICAL SCIENCES

Unus pro omnibus, omnes pro uno.

www.uchmsc.com

OUR COMMITMENT TO YOUR PRIVACY AND CONFIDENTIALITY

NEW GDPR Privacy Statement

New data protection laws came into force on the 25th of May 2018 and we have updated all our privacy statements to reflect the new legal requirements.

These updated and expanded privacy statements will be available to freely download in this document for everyone.

INTRODUCTION; The short version. The longer version of General Approach Use and Disclosure of Staff Information Sharing with the Universal College of Health and Medical Sciences LTD (UCHMSc) and its Associates.

THE SHORT VERSION; We (The UCHMSc Ltd). Gather and use information about you for 1, legal compliance reasons. 2, Administrative reasons. 3, Our own marketing and promotional reasons, to keep our students informed and up to date.

We promise to keep the information that you share with us, in a secure place, with only those requiring and authorised to have access to certain information. To destroy the information we hold properly when required to do so, and never share or sell your information with any other organisation unless it is a legal requirement and we have your consent to do so.

We will also use your personal details for purposes of crime prevention and crime detection and/of when by law and will share it with other public bodies ONLY for that purpose eg Prevention of Radicalisation and Terrorism.

If you have any questions or concerns you can contact us at any time.

These terms and conditions, policies and procedures should be read along with other terms and conditions, policies and procedures for full understanding; as follows in more detail.

THE LONGER VERSIONS

The Universal College of Health and Medical Sciences Ltd is registered in Scotland United Kingdom SC794751.

Our HQ is located at Waverley House 2/2, 35 Nursery Street, Glasgow G41 2PL. T. 0845 475 2771 Monday - Friday 9 am - 4 pm.
E. uchsc_ac_uk@hotmail.co.uk

In terms of the Data Protection act 2018, UCHMSc is the data controller of any personal information provided to or gathered by us.

We set out high-level security principles that we adhere to when using individuals' personal data. These statements describe how we presently translate those principles into practice in terms of what we will and will not do with information we hold about our clients, students, associates. It sets out the general approach we take, in each case with additional information relating to particular areas of our activity.

GENERAL APPROACH

The UCHMSc does not sell or rent your personal details to any external organisations apart from the British and International Association of Health and Aesthetics. We will only share the information that you have given us consent to share. This may be your name and qualification/s that will be needed in order to add you to the professional register. If we were unable to pass this information to them, then you would have to apply directly to them for membership which would add extra time and costs for you.

We can only guarantee free initial registration. It is also essential that your newly gained qualifications are added to the public register so that employers and the general public can authenticate your qualifications and or find a professionally qualified practitioner close to them.

For most purposes, we will only process your information with your consent. In most cases, we will presume that by providing us with your details in order to obtain a service from us or our associates, you are consenting to us using those details in order to provide that service to you efficiently. Except as set out in this privacy statement, we will not use your personal details for any other purpose without first obtaining your consent to that other purpose or purposes (you may have been asked to provide this additional consent at the

time when you originally contacted us, for example in an additional section on an application form.

The main exception to the rule that we will use your details for other purposes related to the prevention of crime. The UCHMSc and its associates is under a legal obligation to safeguard its assets and assets of others and so in all cases we reserve the right to check the information you have provided for accuracy or in order to detect fraud. This may involve data matching exercises where we compare different sets of data which we hold (or share with or are shared from other agencies, for unusual matches or discrepancies; this may also include matching our data with external data sources such as information held by credit reference agencies or other statutory bodies.

By law we are obliged to provide information to certain other public bodies such as the HM Revenue and Customs, courts, tribunals, hearings and other formal bodies dealing with legal processes, and various external regulatory bodies. We also have an obligation to assist in the prevention of crime and we will therefore generally supply specific information which we are asked to provide to the police or other crime detection agencies, provided we are satisfied that the request is connected to an investigation and that disclosure would be lawful and proportionate.

External contractors may be appointed to process information on behalf of UCHMSc and under its instructions. All contractors who do this are appointed under written contracts requiring them to keep their personal information safe and prohibiting them from doing anything with the personal data they process for us other than following UCHMSc instructions.

UCHSc and its associates carry out statistical analyses of the information it holds in order to monitor its performance in various areas and in order to improve service delivery. These anonymised statistics, once they cannot identify any individuals, may be published or shared with other organisations or individuals.

UCHMSc and its associates also conduct research and assist other bodies to conduct research using the information we hold. If an individual elects to make public statements relating to UCHMSc and its associates and holds information showing that these statements are incorrect, we may publicise the fact that we hold information contradicting that version. We may also seek your CONSENT to publish the contradictory information; if you decline to give us this CONSENT, we may make your refusal of this CONSENT public.

USE AND DISCLOSURE OF STAFF INFORMATION

Staff information is primarily held by UCHMSc and its associates in order to carry out its duties as an employer. In connection with this, we hold information on staff relating to ethnic background, disability etc. in order to comply with our obligations relating to monitoring equality of opportunities and discrimination legislation. Where applicable we will hold information on trade union membership to allow for payment of union subscriptions deducted from pay and will share this information with the relevant unions to allow union these subscriptions to be collected.

We also share information where applicable with other recipients of payroll deductions such as Glasgow Credit Union or suppliers of salary sacrifice schemes such as child care voucher providers. Earnings information is supplied to HMRC as required by law to allow for the deduction of PAYE and national insurance contributions.

Staff information is used internally for data matching exercises to prevent and detect fraud, particularly in connection with benefits administration and collection of money, and will be shared with external bodies including the National Fraud Initiative.

Statistical analysis of employee information is carried out to support business management forecasting and workforce planning.

Information will generally be released to the police and other criminal investigation agencies on request in relation to specific investigations; provided UCHMSc and its associates are satisfied that legitimate grounds exist for doing so.

It will also be released to government agencies able to compel disclosure such as the Child Support Agency if we receive an appropriate request.

Information will be released to courts and employment tribunals in relevant cases and may be shared with external legal advisers in these cases. It will also be released in response to an order from a court with competent jurisdiction to make such an order.

It may also be released (without CONSENT) in response to investigations by external regulators such as Audit Scotland, the UK and Scottish Information Commissioners and the Scottish Public Services Ombudsman.

UCHMSc and its associates is responsible for determining how to use such information, including making decisions on whether to release it.

The UCHMSc and its associates may be required to release such information in response to a court order even where it holds it on behalf of UCHMSc and its associates; UCHMSc and its associates will be informed of any such court orders.

Information relating to staff disciplinary cases will be shared between the UCHMSc and its associates, where relevant, such as where someone is employed by both the UCHSc and its associates. Where relevant, information acquired by investigatory sections within UCHMSc and its associates will be shared with the UCHMSc and its associates may also receive similar information from the UCHMSc and its associates

If UCHMSc and its associates receive a freedom of information (“FOI”) request which includes information relating to staff, then as a general rule such requests will be refused (or the staff information removed/redacted from the response) unless it relates to more senior members of staff. For this purpose, staff with high grades or above (defined by UCHMSc and its associates as its leadership grades) count as more senior staff, those with lower grades do not

However, each request will be considered on its own merits and in line with guidance issued by the Information Commissioner and Scottish Information Commissioner. Even for more senior staff, we will not release information which does not directly relate to that member of staff’s work activities, so information such as home address will not generally be released.

Staff will be consulted ahead of any decision to release their personal data in response to an FOI request. The same principles apply to information relating to former members of staff (subject to the caveat that UCHMSc and its associates may be unable to readily contact such individuals to seek their views on disclosure and will generally reach a decision without making contact).

INFORMATION SHARING WITH UCHMSc AND ITS ASSOCIATES AND ARMS LENGTH EXTERNAL ORGANISATIONS

The UCHSc and its associates have established a network of wholly and partly owned Arms Length External Organisations (“ALEOs”) which now provide services to and on behalf of the UCHMSc and its associates. Each of these is registered as a data controller in its own right and has its own privacy statement describing how it uses personal information. While ALEOs have operational independence from the UCHMSc, it is expected that their privacy statements and policies will align with those of the UCHMSc.

In order to provide services, it is necessary at times for UCHMSc and its associates to share information with the UCHMSc and, potentially, its ALEOs.

Each ALEO will generally act as a data controller of information it needs to provide these services although in some cases (most notably for Service UCHMSc, BIAHA, and The Nerve Centre which provides customer services to the UCHMSc students, clients and its associates) the ALEO will be acting as a data processor to the UCHMSc and its associates, with the UCHMSc and its associates remaining responsible for decisions on how and why information is processed.

Service users should be informed whenever their information will be passed to the UCHMSc and its associates or an ALEO (other than one acting as a data processor on behalf of UCHMSc and its associates) and their CONSENT sought for this in most cases.

UCHMSc and its associates and its ALEOs will share information with each other without CONSENT for purposes related to the prevention and detection of fraud or other crime, and some staff information may also be shared without CONSENT (see the section on Use and Disclosure of Staff Information above for more information on this).

Some information relating to service users will also be passed to the UCHMSc and its associates in order to allow the UCHMSc and its associates to monitor the activities of UCHMSc and its associates, although where possible this will be done using aggregated and anonymised information.

The UCHMSc and its associates also act as a data processor on behalf of UCHMSc and its associates in relation to back office functions such as payroll and other HR services. In these cases, UCHMSc and its associates remain responsible for determining how to use such information, including making decisions on whether to release it.

The UCHMSc and its associates may be required to release such information in response to a court order even where it holds it on behalf of UCHMSc and its associates; UCHMSc and its associates will be informed of any such court orders.

MEDIA ENQUIRIES

UCHMSc and its associates have a press office and deal with significant amounts of queries from the press and media.

In responding to these queries, our press officers apply the same rules as all other officers of UCHMSc and its associates and will only release information about individuals in line with this privacy statement and UCHMSc and its associates Life's approved Information Use and Privacy Policy. In terms of this approach, personal information held by UCHMSc and its associates will only be released to the media if there are compelling reasons for doing so.

If it appears to us that a journalist is in full possession of the facts regarding a particular issue, then UCHMSc and its associates, where appropriate, confirm to the journalist that the story is indeed correct (or we will correct any inaccuracies, provided that the inaccuracies are not so large as make us reasonably suspect that the journalist is merely guessing what has happened and does not have all the information.)

We will not, as a general rule, release personal data where the journalist is merely speculating as to what might have happened. However, if a member of the public approaches the media about an issue relating to UCHMSc and its associates, it is assumed that they are willing to have their case dealt with publicly and UCHMSc and its associates will respond accordingly.

If an individual elects to make public statements relating to UCHMSc and its associates and UCHMSc and its associates hold information showing that these statements are incorrect, we may publicise the fact that we hold information contradicting that version. We may also seek the CONSENT of that person to publish the contradictory information; if they decline to give us this CONSENT, we may make their refusal of this CONSENT public.

RESEARCH

UCHMSc and its associate's Life undertake significant amounts of research internally where we analyse the data we hold in order to measure our performance (and/or the performance of our contractors or partner organisations).

We also allow external organisations and academic researchers access to information to allow them to undertake research. In each case, we carefully assess the request to access our data and assess the request against our Information Use and Privacy Policy. If access is granted we ensure that agreements are put in place with the researchers covering security and use of the information, and we only pass the minimum information to allow the research to be carried out.

This generally means we will not disclose personal identifiers such as name or address, but in many cases, there is still sufficient information to create the possibility that someone could be identified from the data released. We therefore approach the release of this information as though the information contained personal identifiers and put safeguards around the disclosure appropriate to the release of personal data.

Some of the research we are undertaking or involved in requires active participation. In these cases, those involved in the research will have been contacted directly to seek their CONSENT both to involvement in the research and to the exchanges of information associated with the research.

However, some research is population-based and seeking CONSENT would fatally undermine the research methodology. In these cases, we do not seek CONSENT. Details of the research will be publicised on UCHMSc and its associate's website and where possible an express reference to the research will be included in communications issued by UCHMSc and its associates to those affected. There are no planned external research projects at this time.

MARKETING

What is 'DIRECT marketing'? What is 'DESTINATION marketing'?

Direct marketing is marketing which is directed at specific individuals as opposed to, for example, a newspaper advertisement which would be marketing but not direct marketing as it isn't directed at you as a particular individual.

Controlling your personal information for direct marketing purposes:

You may choose to restrict the collection or use of your personal information for direct marketing purposes in the following ways:

Whenever you are asked to fill in a form on the website or on an application or competition form or otherwise, look for the box that you can click to indicate that you do not want the information to be used by anyone for direct marketing purposes

If you have previously agreed for us to use your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us. Every email we send has an unsubscribe option.

EMAILING POLICY (WEBSITE PRIVACY POLICY)

When you send us an email, we use your email address to thank you for your comment and/or reply to your enquiry, and we will store your communication and our reply for any future correspondence in accordance with our data retention policy. Beyond our initial reply, we may use your email address to send you any promotional message or information that we feel you may be interested in. We will NOT share it with or sell it to anyone else for such use.

When you accept to receive information about our services, promotions, newsletters, press releases, and/or offers, we use your email address and any other information you give us to provide you with the information or other services, until you ask us to stop (using the 'unsubscribe' instructions provided with each email communication and/or on the site where you signed up, and/or as we otherwise provide), or until the information or service is no longer available.

COMPETITIONS, PROMOTION AND OFFERS

From time-to-time we may provide you the opportunity to participate in various promotions, offers or competitions eg our website, emails, newsletters, magazines or through our Social Media platforms.

If you participate, we will request certain personal information from you.

Participation in these promotions, offers or competitions is completely voluntary and you therefore have a choice whether or not to disclose this information.

The requested information typically includes contact information (such as name, address, telephone and or card/membership number where the competition is open to individual services cardholders/members only).

We use this information to be able to inform the prize winner of the promotion, competition or offer and for cardholders/members to verify their eligibility and to update our cardholder/member contact records accordingly.

CUSTOMER RELATIONSHIP MANAGEMENT

UCHMSc and its associates provide many services within a number of supporting systems. Each of the systems has marketing preferences. To provide the most efficient service to all our customers on all the services we can offer, we have integrated all our marketing customer data into a single solution marketing system.

This allows us to view and maintain a more complete and accurate individual customer record of contact information, transaction history, improved marketing permissions management, and a more robust customer interaction history.

It can also help meet our requirements of fulfilling the Data Protection Act when providing information for Subject Access Requests.

SOCIAL MEDIA

Some of our website(s) use the social plugin "like" button, widgets such as "share this" button, or Facebook Pixels, provided by the social network facebook.com, operated by Facebook Inc., 1601 S. California Avenue, Palo Alto, CA 94304, USA ("Facebook"). The plugin is identifiable by the bluish-and-white Facebook logo "f".

By visiting our website(s) your browser (and in some cases your mobile device) establishes a connection to Facebook servers. Facebook directly transfers the plugin, widget or other similar technologies (like pixels) content from your browser (or mobile device), enabling Facebook to receive information about you having accessed the respective page of our website(s). We have no direct influence on the data gathered by these technologies.

If you are logged into Facebook, your visit can be assigned to your Facebook account. If you interact with the plugin by clicking "Like" the corresponding information is transmitted from your browser directly to Facebook and stored by it. Even if you are not logged into Facebook, there is possibility that the plugin transmits some data eg your IP-address to Facebook.

For the information on the purpose and scope of data collection and processing by Facebook, as well as your rights in this respect and settings options for protecting your privacy please visit Facebook's privacy policy: <http://www.facebook.com/policy.php> or <https://www.facebook.com/about/privacy/advertising>

If you are a Facebook member and do not want Facebook to connect the data concerning your visit to our website with your member data already stored by Facebook, please log out of Facebook before entering our website(s).

UCHMSc and its associates do not intentionally upload any personal information to Facebook for the purposes of targeted marketing e.g. using Facebook services like Custom Audiences.

For more information about how online behavioural advertising works and what you can do to manage your privacy, please visit the pan European Interactive Digital Advertising Alliance (EDAA) website: Your Online Choices (www.youronlinechoices.eu).

FILMING AND PHOTOGRAPHY

(this is relevant to the event filming for education and promotion)

UCHMSc and its associates use photographs and video footage of a wide range of people in all and any media to promote the services, mainstream activities and facilities that it provides (the “Specified Purposes”).

Such media include (but are not limited to) posters, leaflets, printed publications, display stands and banners, reports and pages on the UCHMSc and its associate’s website. None of the materials are produced for sale, and the photograph or video clip of you will only be used in materials produced or commissioned by UCHMSc and its associates for the Specified Purposes and in accordance with data protection legislation from time to time in force.

UCHMSc and its associates shall only store copies of the photograph or video clip for the Specified Purposes

CONSENT

If you agree that UCHMSc and its associates may use photographs/video footage of you for the Specified Purposes in our CONSENT form, we will store your contact details on our database in case we need to contact you.

The contact details you provide will only be used in the event of a query regarding the photograph or video footage. Your details will not be used for any other purpose and will not be disclosed to anyone outside of UCHMSc and its associates except where you also signify agreement on our CONSENT form to us submitting photographs to local and national press to generate publicity for an event or service.

Some of the events we provide are attended by large numbers of people. To obtain individual CONSENTs for photography or video footage in these cases would be almost impossible.

Where we film or photograph at these locations, we will instead display notices that this location is being used for photography/filming. By entering these locations you give CONSENT to being included in any of our filming or photography activity and that any images of you captured may also be used by us or any of our partner organisations for promotional purposes. If you have any concerns you can raise this with our staff on site.

YOUR RIGHTS UNDER THE DATA PROTECTION ACT 1998, 2018

You have a number of Rights under the Data Protection Act 1998, 2018 (“the DPA”) in regard to how your data is processed. As a minimum, you should be given ‘fair processing’ information which is sometimes referred to as a ‘privacy’ notice or statement.

UCHMSc and its associate’s online ‘privacy statement’ constitutes our general approach to how we process personal information in accordance with our approved Information Use and Privacy Policy.

There may be other more specific privacy notices or statements you will have been given or made readily available for a service you are obtaining from us, e.g. in an online or offline form, public notice or orally, etc.

You have the following fundamental rights in respect to how your data is being processed.

SUBJECT ACCESS REQUESTS (REQUESTS FOR COPIES OF YOUR PERSONAL DATA THAT WE HOLD)

The right to request (in writing) a copy of your personal data held by us, given to you in a permanent form. You are entitled to be given if requested:

- A description of the personal data being processed
- A description of the purposes for which it is being processed
- A description of any likely recipients
- Any information on the source of this data
- Where any automated decisions have been taken, the ‘logic’ behind these decisions

Automated Decisions

- You have the right, by notice, to prevent any automated decisions.

Direct Marketing

- You have the right to request in writing to cease, or not begin, processing of your personal data, for the purpose of direct marketing.

Preventing Processing

- You have a right to request to cease processing personal data if you believe it would cause you ‘damage’ or ‘distress’.

Rectification, Blocking, Erasure & Destruction

- By order of a court, you have the right to have any inaccurate personal data or expression of opinion which appears to be based on that inaccurate data, to be rectified, erased, blocked or destroyed.

Complaints to the Commissioner

- You have the right to ask the Information Commissioner to carry out an 'assessment' of the processing of your personal data if you believe it directly affects you (causes 'damage' or 'distress') to determine whether the processing is undertaken in accordance with the law.

Compensation for Damage/Distress

You may be entitled to compensation if you suffer 'damage' or 'distress' as a result of a contravention of any provision of the Data Protection Act 1998, 2018 in regards to the processing of your personal data.

How do I make a Subject Access Request?

You must:

- make the request in writing
- supply information to prove who you are (to eliminate risk of unauthorised disclosure)
- supply appropriate information to help us to locate the information you require.

The request should include details and provide evidence of who you are (e.g. driving licence, passport, birth certificate, utility bills). You should also provide as much detail as possible regarding the information you wish to access (e.g. where and by whom information is believed to be held, specific details of information required).

This list is not exhaustive and other forms of identification may be acceptable. At least one form of identification should contain the same signature that is on your application form or letter and one must include a photograph. Please note that UCHMSc and its associates will not be able to comply with any requests received unless satisfactory proof of identification is provided.

A professional person or someone well respected within your community, such as a solicitor, social worker, teacher or police officer, can certify documents by signing and dating them.

You are not required to state WHY you wish to access the information: the details we require are merely those that will aid the efficient location and retrieval of information.

Once we receive a Subject Access Request, all efforts will be made to fully comply within 40 days. In any event, you will receive all the information that has been located and can be released within 40 days and an explanation for any information that cannot be provided at that time.

Upon receipt of a request, we must provide:

- information on whether or not the personal data are processed
- a description of the data, purposes and recipients
- a copy of the data
- an explanation of any codes/jargon contained within the data.

We must respond to Subject Access Requests within 40 days.

DATA PROTECTION AND INFORMATION RISK OFFICER,

UCHMSc Ltd

Waverley House

2/2 No 35 Nursery Street, Pollokshields, Glasgow G41 2PL

WEBSITE PRIVACY POLICY

You may also wish to read our Data Protection Statement

Our websites are operated and controlled by UCHMSc Ltd and its associates SC794751.

In terms of the Data Protection Act 1998, 2018. UCHMSc and its associates (referred to in this privacy policy as "UCHMSc", "we" or "us") are the data controllers of personal data (information relating to identifiable living individuals) collected or obtained by or through our websites.

Any personal data collected through our websites will be treated as confidential under the principles of the Data Protection Act 1998, 2018.

Our websites do not automatically capture or store personal information, other than logging the user's IP address and session info such as the duration of the visit and the type of browser used.

This is recognised by the Web server and is only used for system administration and to provide statistics which UCHMSc and its associates use to evaluate the use of the site.

You will be asked to provide some personal information if you wish to register with our websites and take advantage of the additional features that registered users can access.

This information will be restricted to details which may help us provide better services to you through our websites. Our registration process includes but is not limited to, the following: your name, address, telephone contact number and e-mail address (this may vary depending on the nature of the services you are registering for).

By providing this information you CONSENT to UCHMSc and its associates using these details to help provide you with services, answers to queries or information about events and other programmes which may be of interest to you as appropriate. All marketing information will include an option for you to opt out of any future, similar correspondence. We do not contact children under 16.

You will be required to agree to UCHMSc and its associates using your details in this way when you complete the registration process. Similarly, if you wish to contact UCHMSc and its associates through our websites you may be asked to provide some limited personal information to enable us to respond to your question or comment.

Comments may be submitted without providing personal details - we will not, however, be able to respond to you unless you provide a means of contact. You do not need to provide us with personal information simply to browse the site.

INFORMATION SECURITY

We believe that keeping personal information secure is one of our most important responsibilities.

We maintain all necessary physical, electronic and procedural security to help safeguard personal, sensitive and payment data against loss, misuse or alteration.

Third parties that provide us with support or services may also receive personal, sensitive or payment information, and we require them to maintain security measures similar to ours with respect to such information.

When we request customers to enter sensitive information via a form on a web page we operate, such as a credit card number, it is encrypted and protected with SSL encryption and processed through a reputable payment processor. Will be fully PCI and DSS compliant.

While on a secure page, such as our customer data capture forms, the lock icon at the bottom or top of web browsers, e.g. Mozilla Firefox or Microsoft Internet Explorer, becomes locked, as opposed to unlocked or open, when you are just 'surfing'.

While every effort is made by us to secure transmission of data eg using SSL we cannot be held responsible for the security of your data while it is being transmitted over the internet and through servers that are out of our control.

We strive to protect your personal information but we cannot ensure or warrant the security of any information you transmit to our website or services.

Any data transmissions you make over the internet are done so at your own risk. Once we receive your data transmission, we make are responsible for ensuring the security and privacy of your personal data on our systems.

EMAIL AND NEWSLETTERS

We offer an email newsletter service (subscription service via our websites and other available external channels e.g. online or offline application form, etc), which is provided to inform you about selected services and offers we make available. Users can subscribe through our online email process (or our other offline communication channels) should they wish to do so but do so at their own discretion.

Subscriptions to our email campaign newsletters are taken in compliance with the Privacy and Electronic Communications Regulations 2003 (as amended).

All personal details relating to subscriptions are held securely and in accordance with the Data Protection Act 1998, 2018. No personal details are passed on to third parties (except our approved contracted email service provider; with your explicit CONSENT; or where required or permitted by law) nor shared with companies/people outside of UCHMSc and its associates.

Under the Data Protection Act 1998, 2018 you may request a copy of personal information held about you.

In compliance with the Privacy and Electronic Communications Regulations 2003 (as amended) subscribers are given the opportunity to un-subscribe at any time by sending a request by email, text, telephone call etc. This process is detailed at the footer of each email campaign.

SOCIAL MEDIA PLATFORMS (Facebook, Twitter, etc)

Communication, engagement and actions taken through external social media platforms that we utilise, and users participate in, are bound to the terms and conditions, and the privacy policies held with each social media platform respectively.

Users are advised to use social media platforms wisely and communicate/engage with them with due care and caution in regard to their own privacy and personal details.

We will never ask for personal or sensitive information through social media platforms, and encourage users wishing to discuss sensitive details to contact us through our standard primary communication channels, such as by telephone, email or in writing.

Some of our websites use social plugins which help share web content directly from web pages to the social media platform in question. Users are advised before using such social plugins we utilise that they do so at their own discretion and note that the social media platform may track and save your request to share a web page respectively through your social media platform account.

PAYMENT FACILITIES

If you use the online payment facilities offered on any of our websites, the details you provide will not be stored. But may be stored and used to process the payment by our online banking partner or merchant account.

UCHMSc and its associates do not have access to these details. The banking partner will only inform UCHMSc and its associates about the identity of the person making the payment and the nature of the payment.

CONTENT AND ACCURACY ON OUR WEBSITE/S

The information provided on our websites is believed to be accurate at the time of writing but UCHMSc and its associates accept no liability for the contents and anyone relying on these contents does so at their own risk.

Nothing on our websites is to be construed as binding UCHMSc and its associates or constituting an offer on behalf of UCHMSc and its associates.

SCOPE OF POLICIES

This privacy policy only covers the UCHMSc and its associates cover the website (and the other websites operated or managed by us where they link back to this privacy policy) Links within this site to other websites are not covered by this policy and individuals should check the terms of the privacy policy of those other sites for their terms. UCHMSc and its associates are not responsible for the content of external websites.

CHANGES TO THIS WEBSITE POLICY

Any changes to this Privacy Policy will be updated within these documents at the appropriate time.

COOKIES

Cookies are small data files which are placed on your computer, mobile or other handheld devices as you browse through our websites. On our websites, cookies are used to remember information about your browsing history, for example, the on-line resources you use, the pages you visit and how often you visit them.

Types of cookies

- ‘Session’ cookies remain in your browser during your browser session only, ie until you leave the website.
- ‘Persistent’ cookies remain in your browser after the session (unless deleted by you).
- ‘Performance’ cookies collect information about your use of the website, such as webpages visited and any error messages; they do not collect personally identifiable information, and the information collected is aggregated such that it is anonymous. Performance cookies are used to improve how a website works.
- ‘Functionality’ cookies allow the website to remember any choices you make about the website (such as changes to text size, customised pages) or enable services such as commenting on a blog.

How we Use Cookies on our Websites

Our websites uses cookies to help improve the users experience while visiting our websites. Where applicable our websites use a cookie control system allowing the user on their first visit to the website to allow or disallow the use of cookies on their computer / device. This complies with recent legislation requirements for websites to obtain explicit consent from users before leaving behind or reading files such as cookies on a user's computer / device.

Our websites use cookies to collect anonymous information about how well the site is performing via Google Analytics.

Some of our site(s) also uses Google Remarketing cookies to provide us with information on visitor demographic and interests, and Facebook cookies, which are used to deliver relevant adverts to Facebook users. We may also use Facebook pixels to learn whether someone who has seen an ad on Facebook has later visited our website as well as Twitter widgets to tailor the content of our site with recent Twitter feeds. We do not use cookies which collect data that makes your personally identifiable, or that collect any personal information without your express permission to do so.

GOOGLE ANALYTICS

Please note – We do not collect personal information via Google Analytics.

Our websites use Google Analytics, a web analytics service provided by Google, Inc. 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA ("Google").

Google Analytics uses "cookies", which are text files placed on your computer, to help the website analyse how users use the site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States.

Google will use this information for the purpose of evaluating your use of our websites, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf.

Google will not associate your IP address with any other data held by Google.

You may refuse the use of cookies by selecting the appropriate settings on your browser, however, please note that if you do this you may not be able to use the full functionality of our websites.

By using our websites, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

Facebook

Our websites use Facebook plugins and pixels provided by Facebook Inc., 1601 S. California Avenue, Palo Alto, CA 94304, USA ("Facebook").

We sometimes use Facebook plugins and pixels on our websites, however, we do not store this information; it is stored by Facebook. The information is stored in such a way that information about individuals is not tracked, nor can individuals be targeted directly.

For the information on the purpose and scope of data collection and processing by Facebook, as well as your rights in this respect and settings options for protecting your privacy please visit Facebook's privacy policy: <http://www.facebook.com/policy.php> or <https://www.facebook.com/about/privacy/advertising>.

Twitter

Please note - We do not collect personal information via Twitter.

Our websites use Twitter widgets, a social plugin service provided by Twitter, Inc., 1355 Market Street, Suite 900, San Francisco, CA 94103, USA ("Twitter").

We sometimes use Twitter widgets on our websites, however, we do not store this information; it is stored by Twitter. The information is processed in such a way that information about individuals is not tracked. The Twitter website widget is a social plugin that enables us to tailor content on our site(s), either by one or more of the following Twitter plugin features:

- showing recent tweets on our site(s)
- showing followers and counts
- showing interactive follow button
- help tailor content and suggestions

For information on the purpose and scope of data collection and processing by Twitter, as well as your rights in this respect and settings options for protecting your privacy please visit Twitter's links below:

Twitter supports Do Not Track

About tailored suggestions

Twitter's use of cookies and similar technologies

Twitter Privacy Policy

Please note - if you decide not to accept cookies you will need to up-date your cookies preferences before you will be able to enter the Glasgow Life site(s) - see below for further information on how to do this. You will only be asked to do this once but can amend your preferences at any time.

Restricting your browser cookie settings could affect the functionality of our website and other external websites you may visit on the internet.

Disabling Cookies

If you would prefer to disable Cookies you need to change the browser settings on your computer to reject Cookies.

Microsoft Internet Explorer

CORRECT AT THE TIME OF PUBLICATION FEBRUARY 2024.

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