How Doctors.net.uk protects your personal data

Doctors.net.uk was set up to provide doctors with a service that they could trust. A central part of achieving such trust is the Doctors.net.uk privacy policy.

It is the rigorous enforcement of this policy that protects your privacy and ensures that your email remains free of the unwanted junk mail that over-runs so many typical email services.

Doctors.net.uk will never sell or pass on your email address without your permission and, in this context, “never” really does mean never.

What information does Doctors.net.uk collect from you?

We may collect, store and use the following kinds of personal information:

- information about your computer and about your visits to and use of the site
- information that you provide to us for the purpose of registering with us
- information that you provide to us for the purpose of subscribing to email notifications and/or newsletters
- information that you provide to us as part of your participation in market research any information that you choose to send to us as further described in the remainder of this privacy policy.

How data is handled

As described in the privacy policy (which you are recommended to read), you will occasionally be asked whether your personal data may be passed on to third parties, to help provide you with a better service. You will always be able to refuse permission if you so wish. Except as set out in the privacy policy, your personal data will not be passed on to any third parties.

Doctors.net.uk has, of course, notified under the Data Protection Act (Doctors.net.uk data registration number is Z5861600), but Doctors.net.uk's commitment to protecting your privacy goes further than that required by legislation. This is just one of the many benefits of a service that truly is run by doctors, for doctors.

If you have any questions about the privacy policy - or any other aspect of the Doctors.net.uk service - please use the contact details below. For the purposes of the Data Protection Act, Doctors.net.uk Limited is the Data Controller.

Contact details

Email: help@doctors.org.uk Tel: 01235 828400 Fax: 01235 862791 Post: Doctors.net.uk, 20 Western Avenue, Milton Park, Abingdon, Oxon, OX14 4SH UK

Consent

Whenever you give Doctors.net.uk personal data, you are consenting to its collection and use in accordance with this privacy policy, including Doctors.net.uk contacting you by email and SMS to let you know about its services and to provide information (including promotional information) about other

goods and services in which you may be interested. For example those of organisations such as professional colleges, DH, GMC, NICE, other government bodies, NHS Trusts, medical schools, pharmaceutical companies, medical device companies, financial services companies and medical indemnity organisations.

You do, however, have the right at any time to opt out of Doctors.net.uk contacting you in this way for marketing purposes, except where this information is included in the Doctors.net.uk bulletin.

How does Doctors.net.uk use your personal data?

In addition to the specific uses mentioned elsewhere in this policy, or for which you have given permission, Doctors.net.uk uses your personal data to provide services to you, to administer the site, to improve your browsing experience by personalising site content, to carry out membership administration, to let you know about other goods and services in which you may be interested, to inform you about changes and improvements to the Doctors.net.uk website and services, and for direct marketing purposes (but you do have the right to opt out of this).

Doctors.net.uk may also use personal data to monitor the use of the site, to record traffic flows and to carry out research about member demographics, interests and behaviour. Doctors.net.uk does this to better understand the needs of members.

To whom might Doctors.net.uk disclose your personal data?

We may disclose information about you to any of our employees, officers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes set out in this privacy policy.

In addition, Doctors.net.uk may disclose your personal information:

- to the extent that we are required to do so by law
- in connection with any legal proceedings or prospective legal proceedings, and
- in order to establish, exercise or defend our legal rights

In addition, Doctors.net.uk has agreements with sponsors and medical information companies, regulating how they may use your personal data.

If you choose to participate in certain programmes run on the website (for instance by accessing the materials published in connection with it) your participation in that programme, together with your personal identifier, may be passed on to the sponsor of that programme or its associated companies and data processors. You will always be able to refuse permission for this data to be passed to the sponsor if you so wish. Some of the sponsors may be located outside the European Economic Area.

Sponsors undertake to use such data only for assessing your access (and the frequency of that access) to material provided by them via the Doctors.net.uk website for their internal auditing purposes.

Except as set out above, or with your permission, Doctors.net.uk will not disclose your personal data unless obliged to do so by law, or where Doctors.net.uk needs to do so in order to run its business (for instance where Doctors.net.uk outsources services for the processing of data.)

International Data Transfers

Information that Doctors.net.uk collects may be stored and processed in and transferred between any of the countries in which we operate in order to enable us to use the information in accordance with this privacy policy.

Information which you provide may be transferred to or accessed from countries (including the United States) which do not have data protection laws equivalent to those in force in the European Economic Area.

You expressly agree to such transfers of personal information.

Confidentiality

Doctors.net.uk respects the confidentiality of members and uses systems to help keep all data secure. With the increased use of electronic data collection, storage and distribution in the NHS, there is a need to ensure that information transmitted from doctor to doctor is only seen by those whom the sender intends to see it. As more data is generated, so the chance of it going astray increases. Any information exchange may result in a breach of security, but most complaints of a breach of confidence by health professionals are due to casual conversations in public places and not because of failures in electronic security.

Doctors.net.uk protects the confidentiality of information members send and receive by using a system of password protection for the website and a data storage solution with in-built security features. However, members are reminded of the GMC and BMA guidance that they should not send any patient identifiable data across the Internet and you should not post such information in the Forum area.

Security

Doctors.net.uk will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information. Doctors.net.uk will store all the personal information you provide on Doctors.net.uk's. secure (password- and firewall-protected) servers. Of course, data transmission over the internet is inherently insecure, and Doctors.net.uk cannot guarantee the security of data sent over the internet.

Registration

Members set up an account using their GMC number to verify identity. Doctors.net.uk uses additional security details to verify your identity should you request support from the Doctors.net.uk Helpdesk. Doctors.net.uk also collects details about your seniority, specialty, clinical role and professional interests. This is used to tailor your experience of the Doctors.net.uk website.

Updating profile information

Doctors.net.uk gives members the option to change and modify information previously provided. To update profile information, click the 'Update Your Profile' link on your Homepage. In order to provide a service appropriate to your personal circumstances, you will be asked periodically to update information about your specialty, seniority and location. You are responsible for keeping your login details confidential.

Member Directory

The Member Directory on the website is available to all Doctors.net.uk members. This directory provides the full name, medical school, speciality and seniority of Doctors.net.uk members. Members are able to send and receive emails to and from other members, without any personal mail addresses being displayed. You may choose not to be listed in the Member Directory.

Measuring website activity

Statistics are collected on how and when members use Doctors.net.uk in order to administer the website and to improve services.

Website links

This website contains links to other websites. Please note that Doctors.net.uk is not responsible for the privacy practices or the content of such websites.

This website uses cookies. By registering as a member and using our website, you consent to Doctors.net.uk's use of cookies in accordance with the terms of this section.

About cookies

Cookies consist of pieces of text, often including unique identifiers, that are sent by web servers to web browsers, and which may then be sent back to the server each time the browser requests a page from the server.

Cookies can be used by web servers to identity and track users as they navigate different pages on a website and to identify users returning to a website.

Cookies may be either "persistent" cookies or "session" cookies. A persistent cookie consists of a text file sent by a web server to a web browser, which will be stored by the browser and will remain valid until its set expiry date (unless deleted by the user before the expiry date). A session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.

Cookies on this website

Doctors.net.uk use both session cookies and persistent cookies on this website.

Doctors.net.uk may send to you the following cookies:

1. ASP.NET_SessionId
2. authcookies
3. AuthForDayData
4. login_security
5. login_username
6. unrademail

Cookies 1 and 2 above are session cookies, whereas cookies 3-6 are persistent cookies.

Use of any other cookies sent by Doctors.net.uk will be subject to your consent.

How Doctors.net.uk use cookies

Cookies do not contain any information that personally identifies you, but personal information that Doctors.net.uk store about you may be linked, by Doctors.net.uk, to the information stored in and obtained from cookies. Doctors.net.uk may use the information Doctors.net.uk obtains from your use of these cookies for the following purposes:

- to recognise your computer when you visit our website;
- to track you as you navigate our website;
- to improve the website's usability;

- to analyse the use of our website;
- in the administration of this website.

Third party cookies

When you use the Doctors.net.uk website, you may also be sent third party cookies.

Doctors.net.uk's advertisers/partners may send you cookies. They may use the information they obtain from your use of their cookies:

- to track your browser across multiple websites;
- to build a profile of your web surfing;
- to target advertisements which may be of particular interest to you.

In addition, Doctors.net.uk uses Google Analytics to analyse the use of this website. Google Analytics generates statistical and other information about website use by means of cookies, which are stored on users' computers. The information generated relating to our website is used to create reports about the use of the website. Google will store this information. Google's privacy policy is available at: http://www.google.com/privacypolicy.html.

Doctors.net.uk's advertising services providers may send you cookies for the purpose of enabling the service of advertisements based on your previous visits to our website.

Blocking cookies

Most browsers allow you to refuse to accept cookies. For example:

- in Internet Explorer you can refuse all cookies by clicking "Tools", "Internet Options", "Privacy", and selecting "Block all cookies" using the sliding selector;
- in Firefox you can block all cookies by clicking "Tools", "Options", and un-checking "Accept cookies from sites" in the "Privacy" box.

Blocking all cookies will, however, have a negative impact upon the usability of many websites.

Deleting cookies

You can also delete cookies already stored on your computer:

- in Internet Explorer, you must manually delete cookie files (you can find instructions for doing so at http://support.microsoft.com/kb/278835);
- in Firefox, you can delete cookies by, first ensuring that cookies are to be deleted when you "clear private data" (this setting can be changed by clicking "Tools", "Options" and "Settings" in the "Private Data" box) and then clicking "Clear private data" in the "Tools" menu.

Obviously, doing this may have a negative impact on the usability of many websites.

The Forum area

The Forum is the part of the website where much of the Doctors.net.uk community discuss their views. Comments are always annotated with the username of the member commenting, and cannot be

posted anonymously. Unless specifically indicated, the forum is only provided for GMC-registered doctors.

Remember that, once a comment has been posted, it cannot be retrieved. Although the website is accessible only to GMC-registered doctors, you must respect other members' and patients' confidentiality. To assist members, the Terms and Conditions for the whole website are available in the Forum area. These specifically ban the advertising of services, and the posting of irrelevant, libelous or malicious information.

Direct marketing

Doctors.net.uk may contact you by email or SMS to market its goods and services, and other goods and services in which you may be interested, but you may at any time request that Doctors.net.uk stops using your personal data for direct marketing purposes. If you wish to do this please contact help@doctors.org.uk.

Communications data

Doctors.net.uk may retain Communications Data (such as records of the websites you have visited, services you have used, email addresses to which you have sent messages, telephone numbers called, location data, and installation data) in accordance with the Retention Of Communications Data (Code of Practice) Order 2003, as amended from time to time.

Access to your personal data

Individuals have certain rights of access to their personal data. If you want to request any information about your personal data, please contact help@doctors.org.uk.

Inaccuracies and corrections

Doctors.net.uk would like to keep your personal data accurate and up to date. If you become aware of any errors or inaccuracies please let Doctors.net.uk know by contacting help@doctors.org.uk.

Policy amendments

Policy amendments Doctors.net.uk may update this privacy policy from time to time by posting a new version on the Doctors.net.uk site. You should check this page occasionally to ensure you are happy with any changes. Doctors.net.uk may also notify you of changes to our privacy policy by email.

Your rights

You may instruct Doctors.net.uk to provide you with any personal information that Doctors.net.uk holds about you. Provision of such information will be subject to:

- the payment of a fee (currently fixed at £10.00)
- and the supply of appropriate evidence of your identity

We may withhold such personal information to the extent permitted by law.

Contacting Doctors.net.uk

If you have any questions about the privacy policy, please email Doctors.net.uk at help@doctors.org.uk.

This is the website of Doctors.net.uk Limited, a company registered in England under number 3527430.

Doctors.net.uk's registered office is at 20 Western Avenue, Milton Park, Abingdon, Oxon, OX14 4SH UK. Doctors.net.uk is registered for VAT under number 685853774.

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