



**NHS Wales Shared Services Partnership (NWSSP)
Workforce and OD
Privacy Notice**

Learning@Wales eLearning (Moodle) Platform uses your data as set out below.

Legal basis for the use of personal data on Learning@Wales (Moodle):

If you have a Learning@Wales account and use this to access the site, our Legal basis for using your personal information is in order to deliver our contractual obligations to you as a user of our service.

We use your personal information with your consent, as given by you to the user (usually the Organisation you work for) who originally set your account up to access elearning course/s. You always have the right to withdraw your consent. Should you wish to withdraw your consent you should email the All Wales eLearning Helpdesk elearning@wales.nhs.uk

Data held by the Learning@Wales system

Data held includes your name, email address (where supplied), username, your Organisation and course information.

Site logs contain detailed information about user activity within each course, including the date and time of when course-specific information was viewed and/or updated, the address of the machine from which the access was made, the browser identification information and information about the referring web page. Logs are used to create summary statistics which may be made publicly available. Summary statistics do not include personal data.

Information about contributions to courses, including contributions to chat rooms and discussion forums, ownership of resources, and evidence of participation in other site-based activities is held within the system.

Information and data related to users, including grades, feedback comments, scores, completion data, access rights and group membership is also recorded.

Additional personal data may be held within individual courses, either within documents/resources uploaded to the course, or within activities within the course. Other than contributions to chat rooms and discussion forums which are submitted by individuals in a personal capacity, course maintainers are responsible for the information held about you that may be uploaded onto such courses.

How the Learning@Wales system uses your personal information

Learning@Wales records and uses your personal information to:

- Provide you an account on, and identify you within, the e-learning system
- Provide you access to courses/sites
- Provide you the ability to upload, amend and delete certain information
- Provide you access to the information, resources and activities uploaded
- Control access to different parts of the system.
- Help support users
- For system administration and bug tracking
- Report on course, resource and activity access, activity completion, course completion and course data (such as grades, scores, submissions and content uploaded)
- For producing usage statistics for management and planning purposes

Individual courses may collect additional personal information in order to:

- Provide services to the users
- Facilitate and support business processes
- Support users

A non-exhausted list of examples of this may include:

- Course Evaluation
- Data collection for the purposes of business processes
- Contact information

Where Learning@Wales information comes from

For all users, records information supplied by the user. This includes information entered into your profile (such as organisation/department and Course). As well as the information that you upload and submit

Learning@Wales uses information supplied by:

- The user who creates the account.
- Relevant Organisation.

Additional information maybe uploaded onto individual courses by users of the system.

Who has access to the data

Digital Learning Wales (DLW) at NWSSP and Digital Health and Care Wales (DHCW) has access to all information stored for the purposes set out above.

All course administrators and maintainers have access to the personal information of the other users of that course.

Access to logs is restricted to authorised staff at DLW and DHCW, with the exception of course-specific tracking data which is also made accessible to course owners.

Where the information is shared

Organisation may share their own personal information with their other systems, eg HR Systems

Data retention

Information and data uploaded, including accounts, courses and about contributions to courses, including contributions to chat rooms and discussion forums, ownership of resources and evidence of participation in other site-based activities may be retained indefinitely.

Data is backed up by DHCW. The backups are held for the purpose of reinstatement of the data, e.g. in the event of failure of a system component.

How the Helpdesk uses your information

If you approach the [All Wales eLearning Helpdesk](#) for help with an issue, fault question or support, the support staff will need to look at your data held on the system, including files in your personal areas and the courses to which you belong. We may need to perform any of the following:

- In the process of providing support, answering your helpdesk question, reproducing/investigating your issue/problem or when forming a response, the All Wales eLearning helpdesk may navigate and interact using your account. To do this we may use a feature known as 'login-as' which allows the helpdesk to take control of your account. The helpdesk does not add, edit or delete any data when doing this, without your prior permission. We will never ask you to send your password to us as part of any support that we provide.
- The helpdesk, when providing support to your query, may also duplicate your course or data and transfer it into another part of the system or one of our test systems. This is to allow us to carry out investigations, test solutions and provide you with support.
- When providing support, the helpdesk never gives out your personal information, including usernames and passwords to anyone else.

Further information

For more information relating to this leaflet or questions on the content of this information, please contact Julie Rogers Digital Learning Programme Manager, NHS Wales:

Email: Julie.rogers5@wales.nhs.uk

Phone: 01443 848584