**URC Learning Hub**

Privacy Policy

The URC Learning Hub (“the Hub”) is operated by the Education and Learning Team of the United Reformed Church whose registered address is Church House, 86 Tavistock Place, London WC1H 9RT. The URC is committed to protecting and preserving the privacy of our visitors when visiting this site or communicating electronically with us.

This policy sets out how we process any personal data we collect from you or that you provide to us through use of the Hub. We confirm that we will keep your information secure and that we will comply fully with all applicable UK Data Protection legislation and regulations. Please read the following carefully to understand what happens to personal data that you choose to provide to us, or that we collect from you when you visit the Hub. By visiting[www.urclearninghub.org.uk](http://www.urclearninghub.org.uk) you are accepting and consenting to the practices described in this policy.

**Types of information we may collect from you**

We may collect, store, and use the following kinds of personal information about individuals who visit and use our Hub:

**Information you supply to us.** You may supply us with information about you by filling in a referral form on the main URC website at [www.urc.org.uk](http://www.urc.org.uk) This may also include information you provide when you request enrolment in one of the programmes housed in the Hub.The information you give us may include your name, address, e-mail address and phone number.

**Information the Hub automatically collects about you.** With regards to each of your visits to the Hub we may automatically collect information including the following:

* **technical information**, including a truncated and anonymised version of your Internet protocol (IP) address
* **information about your visit**, including details of any groups to which registration in the Hub may allocate you, what pages you visit, how long you are on the site, how you got to the site (including date and time); page response times, length of visit, what you click on, documents downloaded and download errors.

**Cookies**

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them see our Cookie Policy below.

**How we may use the information we collect**

We use the information in the following ways:

**Information you supply to us.**We will use this information:

* to provide you with information and/or services that you request from us;
* to keep you up-to-date on matters essential to the programme you are following. These might include, but are not limited to: face-to-face session times; technical issues e.g. maintenance and offline times; enrolment options.

**Information we automatically collect about you.** We will use this information:

1. to administer our site including troubleshooting and for statistical purposes;
2. to improve our site to ensure that content is presented in the most effective manner for you and for your computer;
3. security and debugging as part of our efforts to keep our site safe and secure.
4. AND, exceptionally, if specified as a requirement for completion of a particular programme (e.g. safeguarding for office holders), details of completion of specific sections/activities available on the Hub.

Except as in 4 above this information is collected anonymously and is not linked to information that identifies you as an individual.

**Disclosure of your information**

Any information you provide to us will either be emailed directly to us or may be stored on a secure URC server or on a server dedicated to Hub use by ELearn Design (Glasgow) our trusted third party hosting provider in order to facilitate the running and management of the Hub site. ELearn Design meet high data protection and security standards and are bound by contract to keep any information they process on our behalf confidential. Any data that may be collected through the Hub is kept secure and only processed in the manner we instruct them to. ELearn Design cannot access, provide, rectify, or delete any data that they store on our behalf without permission.

We do not rent, sell, or share personal information about you with other people or non-affiliated companies. We will use all reasonable efforts to ensure that your personal data is not disclosed to regional/national institutions and authorities, unless required by law or other regulations. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

**Third party links**

Our site may, from time to time, contain links to and from the third-party websites. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

**Your rights – access to your personal data**

You have the right to ensure that your personal data is being processed lawfully (“Subject Access Right”). Your subject access right can be exercised in accordance with data protection laws and regulations. Any subject access request must be made in writing to the Education and Learning Team at the above address. We will provide your personal data to you within the statutory time frames. To enable us to trace any of your personal data that we may be holding, we may need to request further information from you. If you have a complaint about how we have used your information, you have the right to complain to the Information Commissioner’s Office (ICO).

**Changes to our privacy policy**

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

**Contact**

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to the Education and Learning Team at the above address.

Cookies Policy

Our Cookies policy explains what cookies are, how we use cookies, how any third-parties we partner with may use cookies on this site, and your choices regarding cookies.

Please read this policy in conjunction with our privacy notice, which sets out additional details on how we use personally identifiable information and your various rights.

**What are cookies?**

Cookies are small pieces of text sent by your web browser by a website you visit. A cookie file is stored in your web browser and allows the site or a third-party to recognise you and make your next visit easier and the site more useful to you. Essentially, cookies are a user’s identification card for the Moodle servers. Web beacons are small graphic files linked to our servers that allow us to track your use of our site and related functionalities. Cookies and web beacons allow us to serve you better and more efficiently, and to personalise your experience on our site. Cookies can be "persistent" or "session" cookies.

**How Moodle (in this case in the URC Learning Hub) uses cookies**

When you use and access the site, we may place a number of cookie files in your web browser. Moodle uses or may use cookies and/or web beacons to help us determine and identify repeat visitors, the type of content and sites to which a user of our site links, the length of time each user spends on any particular area of our site, and the specific functionalities that users choose to use. To the extent that cookie data constitutes personally identifiable information, we process such data on the basis of your consent.

We use both session and persistent cookies on the site and we use different types of cookies to run the site:

* Essential cookies. Necessary for the operation of the site. We may use essential cookies to authenticate users, prevent fraudulent use of user accounts, or offer site features.
* Analytical/performance cookies. Allow us to recognise and count the number of visitors and see how visitors move around the site when using it. This helps us improve the way the site works.
* Functionality cookies. Used to recognise you when you return to the site. This enables us to personalise our content for you, greet you by name, and remember your preferences (for example, your choice of language or region).
* Targeting cookies. Record your visit to the site, the pages you have visited, and the links you have followed. We will use this information to make the site more relevant to your interests. We may also share this information with third parties for this purpose.
* Partner cookies. Provide marketing conversion metrics to our partners so they can optimize their paid marketing efforts.

**What are your choices regarding cookies?**

If you'd like to delete cookies or instruct your web browser to delete or refuse cookies, please visit the help pages of your web browser. Please note, however, that if you delete cookies or refuse to accept them, you might not be able to use some or all of the features we offer. You may not be able to log in, store your preferences, and some of our pages might not display properly.

**Moodle Cookies table**

The table below lists some of the internal we use. As the names, numbers, and purposes of these cookies may change over time, this page may be updated to reflect those changes.

| **Cookie Name** | **Purpose** | **Expiration** | **More Information** |
| --- | --- | --- | --- |
| MoodleSession | You must allow this cookie into your browser to provide continuity and maintain your login from page to page. | When you log out or close the browser this cookie is destroyed (in your browser and on the server). |  |
| MOODLEID | It remembers your username within the browser. This means when you return to this site the username field on the login page will be already filled out for you. |  | It is safe to refuse this cookie - you will just have to retype your username every time you log in. |

To find out more about cookies and how to manage or delete them, visit [www.aboutcookies.org.uk.](http://www.aboutcookies.org.uk/)

**Education and Learning Team**

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