

CU Learn Hub Privacy Notice

GDPR

The General Data Protection Regulation (GDPR) (EU) 2016/679 is a regulation on data protection and privacy for all individuals within the European Union. It came into force across the European Union on 25 May 2018. It replaces the previous data protection directive which has been in force since 1995 and forms the basis of our new Data Protection Irish laws (Data Protection Acts 1988-2018).

How we use your personal information

This privacy notice provides information about the ways in which the CU Learning & Development (CU L&D) Department of the Irish League of Credit Unions collects, retains and shares personal information provided by credit union officers.

We collect and use information in a number of ways, primarily through CU Learn Hub, our learning management system, but also through emails, forms and documents we retain.

This information is used to allow credit union officers to book onto courses, to inform you of the status of courses you are booked on to, to administer these courses, for the credit union to maintain a record of training conducted by its officers, to inform you of upcoming courses and for CU L&D to maintain its accredited programmes and to run the CU CPD scheme.

What we collect

CU Learn Hub (www.culearn.ie)

www.culearn.ie is an online learning management system that manages ILCU training delivered to credit unions, this includes schedules and bookings, delivering and tracking of training, assessment and reporting on behalf of credit unions and internally by CU L&D. This system is available to all officers and voluntary assistants of ILCU affiliated credit unions and offers additional features for those who are members of the CU CPD scheme.

A user record for each registered user and their training records are maintained on CU Learn Hub. The user record includes; name, credit union, email and details

of relevant qualifications or experience held for each user. The training record maintains details of courses taken and where applicable results for same (i.e. e-learning courses). For CU CPD members we also maintain details on non ILCU courses you enter onto the system.

Who has access to your information?

It is a condition of registration with CU Learn Hub that:

- i. You have full access to your information at all times on CU Learn Hub, your user information on the system can be modified, rectified or changed as you require.
- ii. Your credit union has access to your user and training records until either you or the credit union notify CU L&D (in writing) that the association is to be brought to an end. Your credit union exercises its access to records through the appointment of a *CU Learn Coordinator* in each credit union who has access to the user and training records of those users in that credit union.
- iii. CU L&D staff have access to your user and training records to administer the system, courses and the CU CPD scheme, to provide support and to run the CU L&D function in support of credit unions.
- iv. CU L&D trainers have limited access to enrolment information (names and credit unions of those enrolled) for courses they are due to deliver (they do not have access to student user or individual training records).
- v. Our CU Learn Hub support partners (currently Aurion Learning Ltd and LTG PLC) have access to the system to maintain and support the system and for technical support. Their use and access to the system is managed through contracts and SLA's in place with them.

Accessing and updating, modifying or deleting your personal information

As part of the registration process, you will be provided with a Username (e.g. first name, surname) and asked to create a password and you will be responsible for all activities occurring under your Username and **for keeping your password secure.**

You can change your user details yourself at any time via the *My Details* tab on the Home Page of the CU Learn Hub. Your training history should reflect what

ILCU training has been undertaken by yourself. If you are a CU CPD member it will have the option of adding non-ILCU courses too.

You maintain the right to ensure the information held in CU Learn Hub is accurate and up to date. If you feel there is any error in the information held in CU Learn Hub your CU Learn Coordinator within the credit union may be able to change this for you. Should this prove unsuccessful you can contact CU L&D at learning@creditunion.ie to request information be updated or rectified.

You may also request that details are deleted from CU Learn Hub, this can be done by your credit union coordinator or by contacting CU L&D in writing with the agreement of your credit union to close your account.

CU L&D also reserve the right to close your user account in certain circumstance, i.e. the following will lead to a suspension or termination of your account:

- breaches or violations of the Terms & Conditions for Users or other CU Learn guidelines
- requests by law enforcement or other government agencies
- unexpected technical issues or problems
- extended periods of inactivity on CU Learn Hub
- Where requested by your credit union

Sharing your data

We will not sell, lease or profit from the release of your personal information. Data such as enrolment details, and proof of compliance may be shared with certain key partners including; ILCU Departments and teams, third level educational partners and regulators.

Security

This site has security measures in place to protect against the loss, misuse and alteration of the information under our control. We take our security responsibilities seriously, employing the most appropriate physical and technical measures, including staff training and awareness and review these measures regularly.

How long we keep your data

The information on CU Learn Hub will be held for six years after you have left CU Learn Hub, after which time CU L&D will delete your CU Learn Hub account.

Emailing us

Any emails sent to us will be dealt with by the relevant section within the ILCU. The sender's email address will remain visible to any staff tasked with dealing with this query. Please be aware that it is the sender's responsibility to ensure that the content of their emails is within the bounds of the law.

Marketing emails and Opting out

From time to time, in order to keep you updated with our products and services and ensure that our service retains a high standard, we may want to send you emails about our services and products.

If at any time you wish to change your preference to receive marketing communications in relation to CU L&D services you can do so by logging onto www.culearn.ie and selecting Privacy Settings on the home page.

You will also be reminded of your option to object to such messages on each marketing message received and will be given details as to how to do same free of charge.

There may be certain system generated emails such as booking confirmations, invoices and important system notifications that do not fall into this category of marketing emails and are sent as part of the conditions of your registration and use of www.culearn.ie.

Forms and Applications

CU L&D also maintains certain forms which may contain personal information, this includes course sign-in sheets, evaluations forms, accredited course application forms, CU CPD application forms and online surveys.

The information on most forms you provide is used to update the information on www.culearn.ie, such as details of courses applied for or attended. These forms are maintained for a period of **six years** to support the record on CU Learn.

Changes to our Privacy Statement:

If in the future we make any changes to our privacy statement, the latest version of our statement will be posted on CU Learn. If you would like further information about this privacy statement, please contact us.

How to contact us:

If you require further information regarding our Privacy Statement, you can contact us at learning@creditunion.ie or write to us at: CU Learning & Development, ILCU, 33-41 Lower Mount Street, Dublin 2.

Your Rights;**Complaints or Access Requests**

Should you have a complaint or wish to make an access request - which you are entitled to make under the Data Protection Acts - you can contact either learning@creditunion.ie for general complaints or the ILCU Data Protection Officer at the above address to make an Access Request.

The information contained in complaint files will be kept in line with our retention policy. This means that information will be held for six years from the last date of action on the file.

Right to Complain

Should you have an unresolved complaint regarding the use of your personnel data you may contact the Office of The Data Protection Commissioner (for ROI members) or the ICO (NI members)

Details for the DP Commissioners in ROI & NI are listed below;

Office of the Data Protection Commissioner
Canal House
Station Road
Portarlinton
Co. Laois
R32 AP23
Phone +353 57 868 4800
& +353 761 104 800
LoCall 1890 25 22 31
Fax +353 57 868 4757
Email info@dataprotection.ie

Information Commissioner's Office
3rd Floor
14 Cromac Place
Belfast
BT7 2JB
Tel: 028 9027 8757
& 0303 123 1114
Email: ni@ico.org.uk