



Introduction

VirtualMedSchool provides digital training with a focus on serious gaming / medical simulation for training and refresher courses for medical doctors and nurses. Our flagship is AbcdeSIM, the flight simulator for medical professionals. VirtualMedSchool processes personal data and other data in accordance with applicable laws and regulations. This is the Privacy Statement of VirtualMedSchool, registered as AbcdeSIM B.V. in the Trade Register of the Chamber of Commerce under number 52945138, in respect of the website virtualmedschool.com, the learning environment lms.virtualmedschool.com and the personalised learning environments, for example companyname.virtualmedschool.com

Applicability

This Privacy Statement applies to processing operations of personal information (hereafter; personal data) provided by participants, as well as data obtained from visiting and using the website(s) of VirtualMedSchool.

The basis of the personal data

When using our website(s), we obtain certain personal data. We store and use only the personal data directly provided by you for the purpose of the service requested by you or data of which it is clear that they are provided to us for processing.

We use the following data for the purposes set forth in this Privacy Statement: Name and address details, gender, institution/organisation, position, telephone number, email address, payment information, experience, level, BIG [Individual Health Care Professions] number (if applicable), and user name.

Creating an account

An account can be created if you wish to do so. In that case, your data will be saved so that you do not need to enter them each time. Following registration, we will save your personal data with the user name of your choice.

Invoicing process

VirtualMedSchool processes personal data to execute an order in accordance with the agreement and to be able to process payment correctly.



Contact form and newsletter

Through the website VirtualMedSchool offers the option of asking questions using a contact form, where you are prompted to enter various details to process your question. The data you send us will be kept for as long as is necessary in accordance with the nature of the form or the content of your email to fully answer and process it.

We offer a newsletter with the aim of informing interested parties about our services and/or activities. Each newsletter contains a link that allows you to unsubscribe. Your email address is automatically added to the list of subscribers.

Helpdesk

When using our contact page on the website or when a support email is sent, we use this information to handle complaints and answer questions.

Learning Environment (LMS)

To use our learning environment, VirtualMedSchool provides an activation code, this consists of uppercase letters, lowercase letters and numbers. This activation code is for personal use and not transferable to other unless otherwise agreed. After the activation code you must create an account. You can do this by completing an online form.

You can then use your user name and password to log in to the learning environment. The personal data are stored, so that we and you have insight into your personal (learning) data within the learning environment (LMS), such as progress, score and time frame.

In addition to the personal data you provide to VirtualMedSchool, VirtualMedSchool may collect, record and process additional personal data. This includes personal data such as experience, level, etc. This provides added value in order to be able to play the game properly.

VirtualMedSchool provides the Abcde game per license, it is not for classroom use unless otherwise agreed. The activation code and your account is for personal use and not transferable to others.



Accreditation

Upon completion of a course in the learning environment, we process, if applicable, the personal data to grant accreditation points or to issue a certificate.

Your personal data and third parties

VirtualMedSchool never sells personal data to third parties. However, we do sometimes share personal data within partnerships, if this is necessary for the performance of the agreement with the customer, or to be able to provide the requested service. This may include, for example, learning data that is visible in the relevant course of the learning environment. We also use systems or services of suppliers, which may give them access to personal data. In all cases, we ensure that these parties provide adequate privacy and security safeguards.

(Digital) security

How does VirtualMedSchool protect your data?

VirtualMedSchool is extremely committed to the protection of personal data. For example, we use Secure Sockets Layer (SSL) connections that protect all information exchanged between you and our website when you enter personal data.

When using your account for both the web shop and the learning environment, your personal data will be protected with a user name and password.

VirtualMedSchool engages third parties in the performance of its services, such as in respect of sending mailings/newsletters, graphic design, technical support and the development of new content for various courses. Insofar as these third parties process personal data during the performance of the relevant services, they will do so in the capacity of processor on behalf of VirtualMedSchool. VirtualMedSchool has implemented technical and organisational measures to ensure that your personal data will be processed for the aforementioned purposes only. The relevant service provider receives the necessary data from VirtualMedSchool and is obliged to protect your personal data.

We implement measures to prevent misuse, loss, unauthorised access, accidental disclosure and unauthorised modifications. If the impression is created that data is not secure, or if there are indications of misuse, please contact customer service at: support@virtualmedschool.com.



Rights of the data subjects

You may at all times gain insight into your data processed by VirtualMedSchool, at no cost, and modify your data if you wish to do so. If you wish to transfer your data to other authorities, we can provide you with this information. This may relate to, for example, personal learning data.

Furthermore, you can unsubscribe at any time if you receive unsolicited, targeted information about our services via email. To prevent abuse, we may request you to identify yourself adequately. If you wish to make use of one of these options, please send an email to support@virtualmedschool.com.

Retention period

VirtualMedSchool will not store your data for any period longer than necessary for achieving the purposes for which they were collected and processed. The data will then be deleted, unless there is a statutory obligation requiring longer retention (such as fiscal obligation to retain payment data for seven years).

Cookie

VirtualMedSchool uses cookies to personalise its website and make it more user-friendly. Cookies can be disabled through the settings of your internet browser so that cookies are no longer stored. In addition, it is possible to delete previously stored information. Below you can read about the cookies we place and how you can make a selection.

Analytical cookies

VirtualMedSchool uses Google Analytics, Google Search Console and Google My Company. We do this to collect information about, for example, the demographic and geographical segments, or the pages that are viewed. VirtualMedSchool uses this information to improve its website, to compile statistics and for its other own purposes.

We have concluded a data processor agreement with Google to make arrangements about handling our data. Furthermore, we have not given Google permission to use the obtained Analytics information for other Google services, and finally we have IP addresses made anonymous.



Social media cookies

On the VirtualMedSchool website we display buttons and widgets of the social networks of Facebook, Twitter, LinkedIn, Google+ and YouTube. This allows you to easily share information about us on social media or view our social media pages. These buttons form part of a piece of code of the relevant social media page and uses a cookie therefore. This cookie remembers that you are logged in.

Third party websites

This privacy statement shall not apply to third party websites connected by links on our website. We cannot guarantee that these third parties handle your personal data in a reliable or secure manner. We encourage you to read the privacy statements of these websites prior to making use of these websites.

Amendments

VirtualMedSchool reserves the right to make amendments to this Privacy Statement. It is recommended to consult it regularly.

Questions and comments

If you have any questions about our privacy statement, please contact our Support department: Hofplein 20, 3032 AC, Rotterdam, support@virtualmedschool.com.