

PRIVACY POLICY

We are committed to protecting and respecting your privacy. Please read the following information carefully to understand how we may use, store and share your personal data.

Who we are and how to contact us

We are the British Paediatric Neurology Association (BPNA), a charity registered in England and Wales (Charity No 1159115). Our registered office is at The Coach House, Rear of 22 Chorley New Road, Bolton, BL1 4AP.

Data we may collect from you

We will only collect personal data where it is necessary for us to do so and if it is relevant to our dealings with you. This may include (but not be limited to) the following:

- Information acquired or provided through our Websites. This includes information provided at the time of registering to use our Websites, subscribing to our services or social media/App functions, personalising your account with your preferences, posting material or requesting further services. We may also ask you for information when you respond to a survey and/or when you report a problem with our Websites.
- Information that you provide to us when you attend one of our events or meetings. This includes feedback when you attend a course which is anonymous and is used to help us make improvements, for example to our course materials, etc.
- If you contact us, we may keep a record of that correspondence. If you send us personal information which identifies you via email, we may keep your email and email address. We may also collect information that is available from your browser.
- We may ask you to complete optional surveys for outcome and research purposes.
- Details of transactions you carry out through our Websites for the fulfilment of your orders.
- Details of your visits to the Websites, App and Social Media functions, including (but not limited to), traffic data, location data, weblogs and other communication data, and the resources that you access.
- Details of your access to our online resources or other materials.
- Providing CVs or other information about yourself for specific purposes.
- **We may collect information about your computer, including (where available) your IP address, operating system and browser type, for system administration and to report aggregate information to either the BPNA Committees or our partners. This is statistical data about our users' browsing actions and patterns and does not identify any individual.**

How we use and process your data

Your data will only be used and processed for the purposes indicated when you submit the data or as detailed under this privacy policy. We will only use your personal data in a way that is fair to you and in a clear, honest and transparent way.

We use personal information held about you in the following ways:

- To update and enhance our records.
- To compile information relating to your use of our products and services and make recommendations about goods and services and other areas that may interest you.

- To ensure the content from our Websites is presented in the most effective manner for you and your computer.
- To carry out our obligations arising from any contracts entered into between you and us to provide you with the information, products and services that you request from us.
- To provide you with information about BPNA activities and services which may interest you. If you are an existing customer, we will only contact you by electronic means (e-mail, SMS or App notifications) with information about goods and services similar to those which were the subject of a previous activity, sale or negotiations of a sale to you. If you are a new customer, we will contact you by electronic means only if you have consented to this. You may log in to your account via our website at any time to opt-in/out of such notifications by changing your preferences or you can notify us at info@bpna.org.uk. Alternatively, you may contact us on +44 (0)1204 526 002. It may take up to 21 days for the changes to come into effect and you may still receive marketing emails from us during this time.
- To invite you to participate in research or outcome studies and/or feedback about our activities.
- We may analyse your data to create a profile of your interests and preferences so that we can contact you in the most appropriate way and with the most relevant information.
- To provide information about and communications from other partners, networks or members.

Disclosure of your data

We will not transfer any of your data to any third parties without your permission or unless indicated in this privacy policy or agreed by you on a form on our Websites.

We may disclose your personal information to third parties without obtaining further consent from you including:

- To our business partners, sponsors, suppliers and subcontractors for the performance of any contract we enter into with you.
- Where we outsource any of our business functions under which we collect or store your data, in which case we will ensure that any such service provider adheres to at least the same obligations of security with regard to your data as undertaken by us.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our Website Terms & Conditions and other agreements; or to protect our rights, property, or safety of our employees, members, volunteers, customers, or others. This includes exchanging information with other companies and organisations for the purposes of insurance, financial security, fraud protection and credit risk reduction.

We will never sell your data to third parties for the purposes of marketing.

Where we store your data

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ('EEA'). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff may be engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data to us, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Any payment transactions and password you set up will be encrypted.

How long we store your data

We will only keep your personal data for as long as we are either required to by law or as is relevant for the purposes for which it was collected in line with our Data Retention Policy. You can request a copy of this policy by emailing us at info@bpna.org.uk or contacting us at +44 (0)1204 526 002. After this point, the data will be either deleted or rendered anonymous.

Retention of data will normally be in line with statutory requirements, except where legitimate interest or best practise recommendations, relevant to the on-going provision of our charitable services, dictate alternative periods. For example, where financial records are required to be kept by HMRC for at least 5 years following the end of the financial year in which the payment is made.

Your rights

In accordance with the General Data Protection Regulations (GDPR), you have the following rights to ask us to:

- Provide access to your personal data.
- Request rectification of your personal data.
- Erase your personal data.
- Restrict the processing of your personal data.
- Object to our processing your personal data.
- Provide a copy of any personal data that we hold in respect of you.
- Lodge a complaint about how we treat your personal data with the Information Commissioner's Office. We hope that you would first contact us to let us know that there is a problem so that we can rectify this immediately.
- Not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we wish to use your data for such purposes or if we intend to disclose your information to any third party for such purposes and request your consent to these activities.
- If you wish to change your mailing preferences or opt-out of specific marketing communications sent from the BPNA, you may log in to your account at any time via our Websites or notify us at info@bpna.org.uk. Alternatively, you may contact us on +44 (0)1204 526 002. It may take up to 21 days for the changes to come into effect. Please note that this will not alter your current email subscription preferences. You may still receive marketing from us during this time.

Our Websites may, from time to time, contain links to and from the websites of our partner networks and affiliates. 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.

Any communication through external social media platforms (such as Facebook and Twitter) that we participate on are subject to the terms and conditions as well as the privacy policies held with each social media platform respectively.

Accuracy

We will take reasonable steps to create an accurate record of any personal data you have submitted. However, we do not assume responsibility for confirming the ongoing accuracy of your personal data. You can update your personal data at any time by either logging in to your account and making amendments in the 'My Account ' section of our Website, emailing us at info@bpna.org.uk or by calling us on +44 (0)1204 526 002. Please note that it will take up to 21 days for the changes to come into effect.

Cookies

Our Websites use cookies to distinguish you from other users. This helps us to provide you with a good experience when you browse our Websites which allows us to improve them.

Cookies are small text files that are placed on your computer's hard drive by websites that you visit. They save and retrieve pieces of information about your visit to the website – for example, how you entered the site, how you navigated through the site and what information and documentation was of interest to you. This means that when you go back to a website, it can give you tailored options based on the information it has stored about you on your last visit.

Some of our cookies are used to simply collect information about how you use our website and these types of cookie collect the information in an anonymous form. Where there is a login process relating to buying products or services from us or downloading our materials, we also use cookies to store personal registration information so that you do not have to provide it to us again on subsequent visits.

If you are uncomfortable with the use of cookies, you can disable cookies on your computer by changing the settings in the preferences or options menu in your browser. You can set your browser to reject or block cookies or to tell you when a website tries to put a cookie on your computer. You can also delete any cookies that are already stored on your computer's hard drive. However, please be aware that if you do delete and block all cookies from our website, parts of the site will not then work. Likewise, you may not be able to use some products and services on other websites without cookies.

Changes to our privacy policy

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on our Website. You are advised to review this Privacy Policy periodically for any changes.

Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be emailed to info@bpna.org.uk or you can contact us at +44(0)1204 526 002.

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