

Privacy Policy

The Clinician Engineer Hub (CEH) is committed to safeguarding and protecting the privacy of our members, visitors and audiences. This Privacy Policy explains the types of information we collect from you and what happens to personal data provided to us.

What our Privacy Policy covers

We have a rigorous approach to privacy and the management of personal data. All information collected about our audiences is in accordance with:

- The General Data Protection Regulation
- The Privacy and Electronic Communications (EC Directive) Regulations 2003
- Directive 2009/136/EC of 25 November 2009 (European Union Cookie Directive)

If you have any queries regarding our privacy policy, please contact the CEH: contact@clinicianengineer.com

Types of information we collect

The CEH may collect and process the following information about you:

- Voluntary information provided by you, for example when you register online or sign up to receive emails from us
- Information about your use of our website, for example pages viewed, location data or traffic sources used to visit our website
- IP addresses – we use IP addresses to help identify those using the CEH website to gather broad demographic information for reporting purposes. The use of IP addresses is also used to help diagnose problems with our server and may also be used to assist in the detection of fraud. In this instance, the CEH may pass this information to the police.

How we use the data that is collected

The CEH aims to use the information that is collected to provide a personalised service to all our customers. Data is used for:

Marketing and communications

When you register online, you can choose whether you would like to receive marketing communications from the CEH by phone, email, post or text.

If you have opted into any of these forms of communication, you will receive marketing tailored to the information you have provided us when first registering. We will not contact you for marketing purposes unless you have opted in to receive communications. When

joining the CEH through any offline application process you will also be asked for contact preferences.

Service-based communication

The CEH will use the information supplied to send CEH members service-based communications about their membership benefits and renewal.

Suppliers

At times, we work with external suppliers to provide you with services. All data is transferred securely to data suppliers and all have signed data processing confidentiality agreements with the CEH.

How long we keep your personal information

The period we keep your information depends on the purpose for which your information was collected and the use to which it was put. The CEH does not retain or use personal data for longer than is required to undertake the work of the organisation.

Data relating to event delegates or other customers are kept for up to six years. If you have not attended an event from us in two years, then we will email you to allow you to proactively provide permission for the CEH to continue contacting you. If you do not wish to provide permission, then we will no longer keep in touch.

Updating your personal information

It is important that the information contained in our records is both accurate and current. If your personal information happens to change, please keep us informed of such changes as soon as possible. Those whose data is held by the CEH have the right to the amendment or deletion of incorrect entries within a reasonable time. The CEH stores information only as long as necessary.

In some circumstances, we may not agree with your request to change your personal information and will instead append an alternative text to the record in question.

Access to your personal information

You can ask to see the personal information that we hold about you. If you want to review, verify or correct your personal information, please note that any such communication may be required in writing.

When requesting access to your personal information, please note that we may request specific information from you to enable us to confirm your identity and right to access, as well as to search for and provide you with the personal information that we hold about you.

We may charge you a fee to access your personal information; however, we will advise you of any fee in advance.

Your right to access the personal information that we hold about you is not absolute. There are instances where applicable law or regulatory requirements allow or require us to refuse to provide some or all of the personal information that we hold about you. In addition, the personal information may have been destroyed, erased or made anonymous in accordance with our record retention obligations and practices. If we cannot provide you with access to your personal information, we will try to inform you of the reasons why, subject to any legal or regulatory restrictions.

If you require assistance in preparing your request, please contact the Clinician Engineer Hub.

Your other legal rights

Data protection legislation ensures that you are in control of your personal information. You have a right to:

- Request a copy of your personal information
- Ask us to correct information that is wrong or request for it to be only used for certain purposes
- Ask us to remove or delete personal information, also known as the right to be forgotten
- To object to using your personal information for certain purposes, for example profiling or in marketing emails
- Contact the Information Commissioners Office (ICO) if you feel that we are not managing your data in accordance with the GDPR.

Please bear in mind that sometimes we may not be able to help, for example due to legal or statutory obligations.

Cookies

We use cookies to make our website easier to use and to help us understand how people are using our website so that we can make improvements. Cookies are files stored in your browser and are used by most websites to help personalise your web experience.

Security

Whenever the CEH handles personal information, regardless of where this occurs, every precaution is taken to ensure that information is treated securely, for instance by encrypting the information and by storing the information in a secure environment.

Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. As a result, while the CEH strives to protect personal information, it cannot ensure or warrant the security of any information transmitted to the CEH, which is done at the sender's own risk.

Any information revealed, including personally identifiable information, in a public forum such as in a discussion forum or a chat, is not subject to this Privacy Policy. It is therefore important that consideration is given to what information is disclosed in these areas.

Disclosure of data

The CEH may use the information received through this website to provide CEH services.

Except that stated above, the CEH will not disclose any personally identifiable information to third parties without permission except where required to do so by law or by a competent regulatory authority. Any information collected by the CEH will be treated confidentially.

Linking to the CEH's website

Links to any content on this website are not allowed without full and proper reference to the CEH. The CEH reserves the right to withdraw permission for any link.

Links must not:

- Suggest that the CEH promotes or endorses any third party's causes, ideas, websites, products or services
- Use the content for inappropriate commercial purposes

The CEH website contains links to external sites. Please note that the CEH is not responsible for the privacy practices of other sites. The CEH encourages its website users to be aware when they leave this website and to read the privacy statements of every website collecting personally identifiable information.

Screenshots

Screenshots of CEH websites in print should only be used with the CEH's permission. Screenshots must appear without any alteration to the copy or graphical images.

When using a screenshot, the URL of the CEH's website must be included credit given to the CEH as follows: Reprinted with permission from (URL here). © Copyright (year of creation) Clinician Engineer Hub. All rights reserved.

Changes to the Privacy Policy

If the CEH decides to change its Privacy Policy, the changes will be posted on the CEH's website so users may always know what information is collected, how it is used, and under what circumstances, if any, it is disclosed.

The CEH will use the information in accordance with the Privacy Policy under which the information was collected.