

# **The Health Creation Alliance**

## **Privacy Policy** **December 2023**

### **1. Protecting your data: THCA privacy statement**

Protecting your privacy is very important to us. So that you can feel in control of your personal information, we want to be clear with you about the information we collect and how it is used.

In order to provide you with our full range of services and benefits, we sometimes need to collect information about you. This Privacy Notice explains the following:

1. Who we are
2. What data we collect
3. How we use your personal data
4. Our reasons for using your data
5. Transferring data outside the EEA
6. How long we will keep your data
7. How we protect your data
8. Who we share your data with
9. Your rights
10. Accessing your data
11. Additional information about Data collection and processing
12. Lodging a complaint
13. Changes to this policy

### **2. Who we are**

The Health Creation Alliance (THCA) is a Community Interest Company and membership organisation. Our website is [www.thehealthcreationalliance.org](http://www.thehealthcreationalliance.org)

This privacy policy explains how we use any personal information we collect about you when you contact us by phone, email, letter, complete online forms, attend any of our events.

The Health Creation Alliance's registered office is:

Moseley Exchange  
149-153 Alcester Road  
Moseley  
Birmingham  
B13 8JP

We are registered on the Information Commissioner's Office and act as the data controller.

### **3. What data we collect**

We collect the personal data you provide to us when signing up for membership, newsletters, updates or events, to receive information from us. This personal data can include your name, email address, job title, organisation address, land and mobile phone numbers and other contact details.

We may also combine this personal data with other personal data we hold about you for example attendance at our events and the different channels you use to interact with us.

As part of the services we supply we may ask you to participate in consultations, surveys etc and we may keep copies of any communications between you and THCA.

#### **4. How we use your personal data**

We process your personal data so we can interact with you as a member of THCA and to deliver member benefits. We also need to interact with non-members who have requested to receive our services.

We use your personal data to:

- Send you our email newsletters, information, events and updates that you have requested
- Manage any events including dietary requirements or accessibility needs
- Provide you with information about our events that you may wish to attend
- Send you and enable your access to our resources
- Offer you member discounted rates to selected paid for events
- Enable specific research, form policies and responses to consultations
- Ensure that the information we hold is kept accurate and up to date
- Notify you about changes to our services
- Enable invoicing if this is required

We do not undertake any automated decision making or profiling.

#### **5. Our reasons for using your data**

We will process your personal data for several reasons:

- processing is necessary for our legitimate business interests, such as:
  - o delivering communications
  - o attracting new members
  - o collecting opinions
  - o managing events
- you have given us consent. All electronic marketing communications (such as newsletters) include the option to directly unsubscribe or you can email [neil@TheHealthCreationAlliance.org](mailto:neil@TheHealthCreationAlliance.org) to ask for your preferences to be updated;
- it is necessary to deliver a contract or service.
- processing is related to a task that is carried out in the public interest or in the exercise of official authority vested in the owner

#### **6. Transfer of data outside the EEA**

In very rare cases we may process your personal data outside the European Economic Area (EEA) where countries may not have laws which protect your personal data to the same extent as in EEA. We will ensure that your personal data is processed securely and is protected against unauthorised access, loss or destruction, unlawful processing and any processing which is inconsistent with the purposes set out in this privacy notice.

#### **7. How long will we keep your data?**

We will keep your personal data for as long as you continue to be a member and as long as is reasonably necessary afterwards to fulfil any legal requirements.

#### **8. How we protect your data**

We take the security of your personal information seriously. In order to prevent unauthorised access or disclosure and unlawful or unauthorised processing and accidental loss, destruction or damage, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

We take all reasonable steps to protect any personal information you submit via the website, which is in turn automatically captured through Mailchimp.

However, as our website is grouped to the internet, which is inherently insecure, we cannot guarantee the information you supply will not be intercepted while being transmitted over the internet. Accordingly, we have no responsibility or liability for the security of personal information transmitted via our website.

Our website and communications may, from time to time, contain links to third party websites and resources. If you follow a link to any of these websites, please note that these websites will 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.

#### **9. Who we share your personal data with**

The Health Creation Alliance will not sell your information to any third party.

We may share your information with third parties where we have a legal duty to do so or to provide you with a service you have asked for.

#### **10. Your Rights**

As an individual you have explicit rights under general data protection regulation:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure (also known as the 'right to be forgotten')
- The right to restrict processing
- The right to data portability
- The right to object
- Rights with respect to automated decision-making and profiling

- The right to withdraw your consent to the collection, holding and processing of your personal data at any time.

## **11. Accessing your data**

We are legally required to act on requests and provide information free of charge with the exception of requests that are manifestly unfounded, excessive or repetitive. If we determine this to be the case we may charge a reasonable fee or refuse to act on the request. We will respond to acknowledge your request and provide the information within one month of receiving your request. Please send your request to [neil@thehealthcreationalliance.org](mailto:neil@thehealthcreationalliance.org) with **subject access request** in the subject line.

## **12. Additional information about Data collection and processing**

### **12.1 Legal action**

The user's Personal Data may be used for legal purposes by the owner in Court or in the stages leading to possible legal action arising from improper use of this Application or the related Services.

The user declares to be aware that the Owner may be required to reveal personal data upon request of public authorities.

### **12.2 Additional information about the User's Personal Data**

In addition to the information contained in this privacy policy, this Application may provide the User with additional and contextual information concerning particular Services or the collection and processing of Personal Data upon request.

### **12.3 System logs and maintenance**

For operation and maintenance purposes, this application and any third-party services may collect files that record interaction with this application (System logs) use other Personal Data (such as the IP Address) for this purpose.

### **12.4 How “Do Not Track” requests are handled**

This Application does not support “Do Not Track” requests. To determine whether any of the third-party services it uses honour the “Do Not Track” requests, please read their privacy policies.

## **13. Lodging a Complaint**

If you are not satisfied with our response or believe we are processing your personal information in a way that is not in accordance with the law, you have the right to lodge a complaint with the supervisory authority in the UK responsible for the implementation and enforcement data protection law: the Information Commissioner’s Office (the “ICO”). You can contact the ICO via their website – <https://ico.org.uk/concerns/> - or by calling their helpline – 0303 123 1113.

## **14. Changes to this policy**

Our privacy and cookies Policies may be updated from time to time so you may wish to check them each time you submit personal information to the us. The date of the most recent revisions will appear on this page. If you do not agree to these changes, please do not continue to use THCA website to submit personal information to us,

**Latest updated: December 2023**