

# **UCA Privacy Policy**

## **Introduction**

As a membership based association dedicated to serving the chiropractic profession, we understand the importance of maintaining your privacy, keeping your personal information secure and complying with data protection laws.

Our lawful basis for processing your personal data is to meet contractual obligations.

This policy describes what personal information the United Chiropractic Association may collect from you and sets out how we collect, process and hold your personal data if you visit our website, event ticket shop or otherwise provide personal data to us.

We are United Chiropractic Association of Unit 57, Basepoint Centre, Metcalf Way, Crawley RH11 7XX. We are the data controller of your personal data.

This policy affects your legal rights and obligations so please read it carefully. If you have any questions, please contact us at [contact@united-chiropractic.org](mailto:contact@united-chiropractic.org) or call us on 01293 817 175.

## **Personal data we collect**

We collect, process, store and use personal data when you book a ticket to an event, join as a member or purchase merchandise from our online shop - including your name, address and email address together with payment information. We may also collect personal data that you give to us about other people if you register them to attend an event. You agree that you have notified any other person whose personal data that you provide to us of this privacy notice and, where necessary, obtained their consent so that we can lawfully process their personal data in accordance with this policy.

All personal data that you provide to us must be true, complete and accurate. If you provide us with inaccurate or false data, and we suspect or identify fraud, we will report this.

You do not need to provide us with any personal data to view our website or event ticket shop. Please see **“Data we automatically collect”** and **“Marketing Communications”** sections in this Policy for more information.

When you contact us by email or post, we may keep a record of the correspondence and we may also record any telephone call we have with you.

## **Sensitive personal information**

Sensitive personal information is information which relates to issues including your health, sexual orientation, race or religion. We may obtain sensitive personal information about you if you volunteer it during any of your contact with us.

If you are a member of the UCA, the fact of your membership is itself sensitive personal information, as trade union membership is included in the definition in the GDPR legislation. We will not share details of your membership with third parties to use for their own purposes without your consent.

We have additional obligations to treat sensitive personal information with appropriate care, taking into account the nature of that information. The best way to restrict the processing of your sensitive personal data is not to give it to us unless it is necessary for the services you are obtaining from us.

However, if you do volunteer such information, you consent to us processing your sensitive personal information for the purposes for which you have provided the information, or as either explicitly or impliedly communicated to you at the time you provided the information. In particular, you consent to us using our service providers in the normal course of business to process that sensitive personal data under an appropriate contract with us.

You also consent to us confirming the existence of your membership to approved providers who you wish to obtain services from (eg. our block scheme professional indemnity provider) where either the services are only available to UCA members or a benefit is provided by those providers to UCA members.

If you do not consent to this use of your sensitive personal information you must let us know when you provide us with this information, or contact us on [contact@united-chiropraction.org](mailto:contact@united-chiropraction.org).

Please note that if you do not wish to consent to such use you may be restricted in the services you are able to obtain from the UCA.

## **Data we automatically collect**

When you visit our website or event ticket shop, we, or third parties on our behalf, automatically collect and store information about your device and your activities. This information could include (a) your computer or other device's unique ID number; (b) technical information about your device such as type of device, web browser or operating system; (c) your preferences and settings such as time zone and language; and (d) statistical data about your browsing actions and patterns. We collect this information using cookies in accordance with the Cookie section of this policy and we use the information we collect on an anonymous basis to improve our event ticket shop, our events and the services we provide, and for analytical and research purposes.

## **Marketing Communications**

If you opt in to receive marketing communications from us you consent to the processing of your data to send you such communications, which may include newsletters, blog posts, surveys and information about new events. We retain a record of your consent.

You can choose to no longer receive marketing communications by contacting us at [contact@united-chiropractic.org](mailto:contact@united-chiropractic.org) or clicking unsubscribe from a marketing email. If you do unsubscribe to marketing communications, it may take up to 5 business days for your new preferences to take effect. We shall therefore retain your personal data in our records for marketing purposes until you notify us that you no longer wish to receive marketing emails from us.

## Lawful processing of your personal information

We may use your personal information to:

- administer the website;
- enable your use of the services available on the website;
- send you goods and services purchased via the website;
- send invoices to you, and collect payments from you;
- send you email notifications regarding your membership and that you have specifically requested;
- to comply with our contractual obligation to supply to you the tickets to an event that you have booked; to contact you with any information relating to the event; to deliver the event to you in accordance with any requests you make and that we agree to; to deal with any questions, comments or complaints you have in relation to the event.
- send you our UCA e-newsletter, which you can unsubscribe from at any time;
- provide third parties with statistical information about our users – but this information will not be used to identify any individual user;
- to communicate with you generally.

We may also use your personal data for our legitimate interests, including dealing with any customer services you require, enforcing the terms of any other agreement between us, for regulatory and legal purposes (for example anti-money laundering), for audit purposes and to contact you about changes to this policy.

## Contacting you

As set out above, we may use your personal information to contact you about other services or opportunities available from the UCA or selected third parties that we deem suitable to assist you in your professional capacity as a chiropractor and member of the UCA.

If you do not wish to receive such information, you may indicate this at the time of applying for membership, or at any time after this by contacting us at [contact@united-chiropractic.org](mailto:contact@united-chiropractic.org).

## **Managing your personal information**

You may be entitled to obtain access to personal information that we process about you. If you wish to do so, you should put your request into writing and send to:-

[contact@united-chiropractic.org](mailto:contact@united-chiropractic.org)

or

United Chiropractic Association, Unit 57 Basepoint Business Centre, Metcalf Way, Crawley, West Sussex, RH11 7XX

If you are a member of the UCA you have direct access to the personal information we hold about you via the Members Only area of our website. If you wish to update or change any of the details that we hold about yourself you may do so by logging into the Members Only area of the website. If you prefer, you can contact the office on [contact@united-chiropractic.org](mailto:contact@united-chiropractic.org).

## **Who do we share your data with?**

We may share your personal data with any service providers, sub-contractors and agents that we may appoint to perform functions on our behalf and in accordance with our instructions, including payment providers, event ticketing providers, email communication providers, IT service providers, accountants, auditors and lawyers.

Under certain circumstances we may have to disclose your personal data under applicable laws and/or regulations, for example, as part of anti-money laundering processes or protect a third party's rights, property, or safety.

We may also share your personal data in connection with, or during negotiations of, any merger, sale of assets, consolidation or restructuring, financing, or acquisition of all or a portion of our business by or into another company.

## **Where we hold and process your personal data**

Some or all of your personal data may be stored or transferred outside of the European Union (the EU) for any reason, including for example, if our email server is located in a country outside the EU or if any of our service providers or their servers are based outside of the EU. We shall only transfer your personal data to organisations that have provided adequate safeguards in respect of your personal data.

## **Cookies**

A cookie is a small text file containing a unique identification number that is transferred (through your browser) from a website to the hard drive of your computer. The cookie identifies your browser but will not let a website know any personal data about you, such as your name and/or address. These files are then used by websites to identify when users revisit that website.

Our website and event ticket shop uses cookies so that we can recognise you when you return and personalise your settings and preferences. Most browsers are initially set up to accept cookies. You can change your browser settings either to notify you when you have received a cookie, or to refuse to accept cookies. Please note that our event ticket shop may not operate efficiently if you refuse to accept cookies.

We also use Google Analytics to monitor how our website and event ticket shop are used. Google Analytics collects information anonymously and generates reports detailing information such as the number of visits to the event ticket shop, where visitors generally came from, how long they stayed on the event ticket shop, and which pages they visited. Google Analytics places several persistent cookies on your computer's hard drive. These do not collect any personal data. If you do not agree to this you can disable persistent cookies in your browser. This will prevent Google Analytics from logging your visits.

[Online Privacy Policy](#)



## **Security**

We shall process your personal data in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures. All information you provide to us is stored on our secure servers. Any payment transactions are encrypted using SSL technology.

Where we have given, or you have chosen a password, you are responsible for keeping this password confidential.

However, you acknowledge that no system can be completely secure. Therefore, although we take these steps to secure your personal data, we do not promise that your personal data will always remain completely secure.

## **Your rights**

You have the right to obtain from us a copy of the personal data that we hold for you, and to require us to correct errors in the personal data if it is inaccurate or incomplete. You also have the right at any time to require that we delete your personal data. To exercise these rights, or any other rights you may have under applicable laws, please contact us at [contact@united-chiropractic.org](mailto:contact@united-chiropractic.org).

Please note, we reserve the right to charge an administrative fee if your request is manifestly unfounded or excessive.

If you have any complaints in relation to this policy or otherwise in relation to our processing of your personal data, you should contact the UK supervisory authority: The Information Commissioner, see [www.ico.org.uk](http://www.ico.org.uk).

Our website and event ticket shop may contain links to other sites of interest. Once you have used these links to leave our event ticket shop, you should note that we do not have any control over that other site. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting

such sites and such sites are not governed by this policy. You should exercise caution and look at the privacy policy applicable to the site in question.

## **Retention**

If you register with us as a member, for an event or to purchase products from us, we shall retain your personal data until you close your account.

If you receive marketing communications from us, we shall retain your personal data in accordance with our legal requirements.

## **General**

If any provision of this policy is held by a court of competent jurisdiction to be invalid or unenforceable, then such provision shall be construed, as nearly as possible, to reflect the intentions of the parties and all other provisions shall remain in full force and effect.

This policy shall be governed by and construed in accordance with the law of England and Wales, and you agree to submit to the exclusive jurisdiction of the English Courts.

We may change the terms of this policy from time to time. You are responsible for regularly reviewing this policy so that you are aware of any changes to it. If you continue to use our event ticket shop after the time we state the changes will take effect, you will have accepted the changes.

Our website specific Privacy Policy can be found [HERE](#)