

PRIVACY POLICY

December 2020

Version v1.0

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1. HOW SELCHP USES YOUR INFORMATION

We understand that your privacy is important to you and that you care about how your personal data is used and shared online. We respect and value the privacy of everyone who visits this website.

This privacy notice tells you what to expect when SELCHP collects personal information. It applies to information we collect about:

- visitors to our websites and people that email us;
- people who attend our events, seminars, workshops and training courses

2. VISITORS TO OUR WEBSITES

When someone visits the SELCHP website if we want to collect personally identifiable information, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

We only use cookies that are required for you to get the best experience out of our website, by default. We call these cookies functional cookies. You can read more about how we use cookies on our Cookies page.

3. PEOPLE WHO EMAIL US

If you send us an email, we collect your name, your email address, contact number and any other information which you choose to give us. This data may be used to send you a reply.

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

4. PEOPLE WHO ATTEND AN EVENT, SEMINAR, WORK SHOP OR COURSE

We will use your personal information to provide you with information about the event, seminar etc., that you will be attending. We may also share your information with third parties, such as event coordinators and caterers, venue hosts.

5. YOUR RIGHTS

Under the Data Protection Act 2018 Act and General Data Protection Regulation, you have rights as an individual which you can exercise in relation to the information we hold about you.

You can read more about these rights here – <https://ico.org.uk/for-the-public/is-my-information-being-handled-correctly/>

6. COMPLAINTS OR QUERIES

SELCHP tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of SELCHP's collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below.

If you want to make a complaint about the way we have processed your personal information, you can contact us at enquiries@selchp.com

You have a right to complain to the Information Commissioners Office if you are in any way dissatisfied with the way that SELCHP has handled your data. We are committed to cooperating with the ICO and respect the work that they do. You can report any concerns via their online portal or call their helpline on 0303 123 1113

7. ACCESS TO PERSONAL INFORMATION

SELCHP tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the Data Protection Act. If we do hold information about you we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

To make a request to us for any personal information we may hold you need to put the request in writing addressing it to the address provided below.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting the address below.

8. DISCLOSURE OF PERSONAL INFORMATION

In many circumstances we will not disclose personal data without consent. However, when we investigate a complaint, for example, we will need to share personal information with the organisation concerned and with other relevant bodies.

You can also get further information on:

- agreements we have with other organisations for sharing information;
- circumstances where we can pass on personal data without consent for example, to prevent and detect crime;
- our instructions to staff on how to collect, use and delete personal data; and
- how we check that the information we hold is accurate and up to date.

9. LINKS TO OTHER WEBSITES

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

10. CHANGES TO THIS PRIVACY NOTICE

We keep our privacy notice under regular review. This privacy notice was last updated on 10 December 2020.

11. HOW TO CONTACT US

If you want to request information about our privacy policy you can email us at enquiries@selchp.com or write to The General Manager, SELCHP, Landmann Way, Off Surrey Canal Road, London SE14 5RS.