

The ARH privacy policy

About this document

This document will help you understand how we collect, use and protect your personal information. If you have any queries about the ARH privacy policy, or how we process your personal information, please contact us on [01825 714506](tel:01825714506), or email us on info@a-r-h.org.

Who we are

We are: *The Alliance of Registered Homeopaths (ARH), Millbrook, Millbrook Hill, Nutley, East Sussex, TN22 3PJ.*

We are a '**data controller**' under the Data Protection Act 1998 and under GDPR. We are registered with the Information Commissioner's Office.

The information we collect about you

We require you to provide us with the following information:

- name, address, date of birth and nationality
- contact details, including telephone numbers and email address
- financial information, including bank details and credit/debit card details - *please note that details relating to card payments are destroyed once the payment has been made*
- in the event of a professional conduct investigation, we may require additional information such as criminal convictions, health details and medical history

How we collect information about you

We collect and update personal information from you directly:

- when you apply for membership
- when you renew your membership
- when you inform us of a change of contact (or other) details
- when you respond to communications, surveys or similar requests for information

How we use your information

We store and use your personal information, as is necessary for our legitimate interests, for the purposes of:

- administering your membership
- maintaining a public register of qualified homeopaths
- providing you with access to insurance cover (where applicable)
- using your payment details to process payments relating to your membership and/or other services provided by the ARH – *please note that details relating to card payments are destroyed once the payment has been made*
- sending you information about how to renew your membership
- communicating with you (using a range of different mediums) about your membership, insurance, and other relevant matters, including responding to your enquiries

- informing you of news, events and campaigns of relevance to the homeopathy profession
- undertaking market research and statistical analysis, to enable us to develop new, or improve upon existing, membership services
- fulfilling our obligations owed to Balens Ltd, who provide insurance cover for ARH members
- fulfilling any obligations owed to a relevant regulator, tax authority or revenue service

Who we share your data with

We share your information with:

- Balens Ltd, for the purposes of administering your insurance cover
- If required (for legal and/or professional conduct issues), with authorised regulators and law enforcement agencies

Please note, we do not share your financial information with anyone.

How we store your data

Your data is securely stored both electronically and in hard copy. Only authorised individuals have access to your data, and all electronic systems are password protected. We do not use any cloud-based storage. We back-up data on a daily basis to reduce the likelihood of accidental loss or damage to files.

How long do we keep your information

We will retain your personal information for a number of purposes, as necessary to allow us to carry out our business. Your information will be kept for a minimum of 7 years, after which time it will be archived or deleted. Any retention of personal data will be done in compliance with legal and regulatory obligations. Please note that data retention periods may be subject to change without further notice as a result of changes to associated law or regulations.

Your rights

Under GDPR you have the following rights:

- to obtain copies of the personal information that we hold about you
- to require that we cease processing your personal information if the processing is causing you damage or distress
- to require us not to send you news or marketing communications
- to require us to correct the personal information we hold about you if it is incorrect
- to require us to erase your personal information – this must be a written request, with your reasons for requesting erasure clearly stated

Please note that these rights may be limited by Data Protection legislation, Contract law, Criminal law and Human Rights legislation, and we may be required to refuse requests where exemptions apply.

A data breach

In the event of a data breach occurring, we would immediately inform everyone affected, and take whatever steps necessary to minimise impact. We would also report the breach to the ICO.