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# PRIVACY POLICY

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## BACKGROUND:

Hawker Publications Limited understands 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, [www.careinfo.org](http://www.careinfo.org) (“Our Site”) and (subject to the limited exceptions in section 6, below) We do not collect personal data about you unless you contact us (see section 5, below). Any personal data We do collect will only be used as permitted by law.

Please read this Privacy Policy carefully and ensure that you understand it. Your acceptance of Our Privacy Policy is deemed to occur upon your first use of Our Site. If you do not accept and agree with this Privacy Policy, you must stop using Our Site immediately.

## 1. Definitions and Interpretation

In this Policy, the following terms shall have the following meanings:

**“personal data”** means any and all data that relates to an identifiable person who can be directly or indirectly identified from that data. In this case, it means personal data that you give to Us via Our Site. This definition shall, where applicable, incorporate the definitions provided in the EU Regulation 2016/679 – the General Data Protection Regulation (“GDPR”); and

**“We/Us/Our”** means Hawker Publications Limited, a limited company registered in England under company number 1941504 whose registered address is 93-97 Saltergate, Chesterfield, Derbyshire S40 1LA and whose main trading address is Lombard Business Park, 12 Deer Park Road, Wimbledon, London, SW19 3TL.

## 2. Information About Us

- 2.1 Our Site is owned and operated by Hawker Publications Limited a limited company registered in England whose main trading address is Lombard Business Park, 12 Deer Park Road, Wimbledon, London, SW19 3TL.
- 2.2 Our VAT number is 238380062
- 2.3 Our Data Protection Officer is Richard Hawkins who can be contacted by email at [richard@hawkerpublications.com](mailto:richard@hawkerpublications.com), by telephone on 020 7720 2108, or by post at Lombard Business Park, 12 Deer Park Road, Wimbledon, London, SW19 3TL.

## 3. What Does This Policy Cover?

This Privacy Policy applies only to your use of Our Site. Our Site may contain links to other websites. Please note that We have no control over how your data is collected, stored, or used by other websites and We advise you to check the privacy policies of any such websites before providing any data to them.

## 4. Your Rights

- 4.1 As a data subject, you have the following rights under the GDPR, which this Policy and Our use of personal data have been designed to uphold:

- 4.1.1 The right to be informed about Our collection and use of personal data;
  - 4.1.2 The right of access to the personal data we hold about you (see section 8);
  - 4.1.3 The right to rectification if any personal data We hold about you is inaccurate or incomplete (please contact Us using the details in section 9);
  - 4.1.4 The right to be forgotten – i.e. the right to ask Us to delete any personal data We hold about you (We only hold your personal data for a limited time, as explained in section 6 but if you would like Us to delete it sooner, please contact Us using the details in section 9);
  - 4.1.5 The right to restrict (i.e. prevent) the processing of your personal data;
  - 4.1.6 The right to data portability (obtaining a copy of your personal data to re-use with another service or organisation);
  - 4.1.7 The right to object to Us using your personal data for particular purposes; and
  - 4.1.8 Rights with respect to automated decision making and profiling.
- 4.2 If you have any cause for complaint about Our use of your personal data, please contact Us using the details provided in section 9 and We will do Our best to solve the problem for you. If We are unable to help, you also have the right to lodge a complaint with the UK’s supervisory authority, the Information Commissioner’s Office.
- 4.3 For further information about your rights, please contact the Information Commissioner’s Office or your local Citizens Advice Bureau.

## 5. **What Data Do We Collect?**

- 5.1 If you use [www.careinfo.org](http://www.careinfo.org) we may collect your browser type, the full Uniform Resource Locators (URL), clickstream to, through and from our site (including date and time), products you viewed or searched for, page response times, length of visits to certain pages, page interaction information, (such as scrolling, clicks and mouse-overs) and methods used to browse away from the page. Online usage information may be linked to a unique identifier but we do not link online usage information to named individuals. In order to collect online usage information, we use cookies and other similar technologies.
- 5.2 If you send Us an email, submit your information via an online form, or make a transaction or purchase, We will collect your name, your email address, and any other information which you choose to give Us. We will keep a record of your transaction, including what you purchased and when, and any information you provide to us to fulfil the transaction. This may include your name, billing information, telephone number, and delivery address. We will not keep payment card information, except for the last four digits of your payment card number which we keep in case there are any payment disputes or we need to issue a refund.

## 6. **How Do We Use Your Data?**

- 6.1 To provide you with the best possible customer experience we may ask you to submit personal information such as your name, postcode, email address and phone number. Providing this personal information helps us to provide you with a better experience e.g. showing you editorial content, details of conferences, awards ceremonies, and networking events that may be of interest to you. Any personal data will be processed and stored securely, for no longer than is

necessary in light of the reason(s) for which it was first collected. We will comply with Our obligations and safeguard your rights under the GDPR at all times. For more details on security see section 7, below.

- 6.2 If you contact Us and We obtain your personal details from your email, submission of an online form or a transaction or purchase, We may use them as follows:
  - 6.2.1 To reply to your email
  - 6.2.2 To contact you regarding the event/s, conference/s and/or award ceremony/ceremonies you are affiliated with via telephone, direct email and/or Our marketing email provider “Constant Contact”.
  - 6.2.3 To contact you regarding your transaction or purchase.
    - 6.2.3.1 If you order Hawker Publications goods, products or services for another person, We may ask you for their personal information and We will use this to provide the services you have ordered. Please ensure that you have their permission before providing this information to FFC.
    - 6.2.3.2 We retain records of all of Our financial transactions with you in order to comply with its legal obligations to maintain adequate accounting records. We may use (and disclose) the information We holds about you in order to comply with any investigative demand, court order, or a request for cooperation from a law enforcement or other government agency.
- 6.3 We will continue to hold your data for the time periods stated below. If any information falls into more than one category then the longer storage period will apply.
  - 6.3.1 For information gathered from online form submissions or direct emails, the storage period is three years.
  - 6.3.2 For information gathered from a transaction or purchase, the storage period is six years in order to comply with its obligations to maintain adequate accounting records.
- 6.4 You have the right to withdraw your consent to Us using your personal data at any time, and to request that We delete it.
- 6.5 We will not share any of your data with any third parties for any purposes.

## **7. How and Where Do We Store Your Data?**

- 7.1 We only keep your personal data for as long as We need to in order to use it as described above in section 6, and/or for as long as We have your permission to keep it.
- 7.2 Some or all of your data may be stored outside of the European Economic Area (“the EEA”) (The EEA consists of all EU member states, plus Norway, Iceland, and Liechtenstein). If We do store data outside the EEA (this may be the case, for example, if Our email server is located in a country outside the EEA), We will take all reasonable steps to ensure that your data is treated as safely and securely as it would be within the UK and under the GDPR.
  - 7.2.1 Ensuring Our email marketing provider “Constant Contact” is GDPR compliant. You can view their privacy policy [here](#).
- 7.3 Data security is very important to Us, and to protect your data We have taken

suitable measures to safeguard and secure any data We hold about you (even if it is only your email address).

#### 8. **How Can You Access Your Data?**

You have the right to ask for a copy of any of your personal data held by Us (where such data is held). Under the GDPR, no fee is payable and We will provide any and all information we hold in response to your request free of charge. Please contact Us for more details at Culvert House, Culvert Road, London SW11 5DH.

#### 9. **Contacting Us**

If you have any questions about Our Site or this Privacy Policy, please contact Us by email at richard@hawkerpublications.com, by telephone on 020 7720 2108, or by post at Lombard Business Park, 12 Deer Park Road, Wimbledon, London, SW19 3TL. Please ensure that your query is clear, particularly if it is a request for information about the data We hold about you (as under section 8, above).

#### 10. **Changes to Our Privacy Policy**

We may change this Privacy Policy from time to time (for example, if the law changes). Any changes will be immediately posted on Our Site and you will be deemed to have accepted the terms of the Privacy Policy on your first use of Our Site following the alterations. We recommend that you check this page regularly to keep up-to-date.

#### 11. **Privacy Policy in Relation to the Use of Hawker Publications' Products and Services**

As well as the use of the website [www.careinfo.org](http://www.careinfo.org), Hawker Publications collects personal information from you when you use our products or services, including name, email address, postal address, telephone number and job title. In certain circumstances, mainly from our authors and speakers and our Awards events, we may request specific additional information which will only be used for the purpose for which it is requested.

We will use this personal information:

- 11.1 To send you personalised communications which you have requested or may be of interest to you. These communications may include information about publications, career opportunities, events, surveys, new product and service developments, promotions of our associated brands' products, events and services. The lawful basis for processing your personal information for this purpose will be "Legitimate Interest".
- 11.2 Hawker Publications will personalise the communications to ensure they are relevant to you, with no significant effect on you or your rights. The lawful basis for processing your personal information for this purpose will be "Legitimate Interest".
- 11.3 Hawker Publications will share information, including personal information, with trusted, carefully selected suppliers that we use to provide hosting for, maintenance and updating of our websites, print and design services, event management, customer relationship management, payment processing, support, accounts, analytics and other services for us. We do not permit these service suppliers to use the personal information that we share with them for their marketing purposes or for any other purpose apart from in connection with the services they provide to us. The lawful basis for processing your personal

information for this purpose will be “Legitimate Interest”.

- 11.4 Hawker Publications may share your personal data with a third-party auditing organisation (ABC) so they can verify aggregated statistics about circulation and usage of our products or review our policies, processes and procedures for compliance with relevant standards. The lawful basis for processing your personal information for this purpose will be “Legitimate Interest”.
- 11.5 To facilitate these services, the personal information we collect from you may be transferred to, and stored at, a destination outside the European Economic Area (“EEA”), in order to conduct our business operations. In such cases a data processing agreement will be in place with the data processors and 3rd parties to ensure your personal information is processed in accordance with the Data Protection Act.
- 11.6 Hawker Publications will in certain circumstance disclose your personal information if required to do so by law or in the good faith belief that such action is necessary to:
  - 11.6.1 conform to the edicts of the law or comply with legal process served on Hawker Publications
  - 11.6.2 protect and defend the rights or property of Hawker Publications
  - 11.6.3 act under exceptional circumstances to protect the personal safety of users of Hawker Publications, or the public
- 11.7 You can opt out of having your information shared with 3<sup>rd</sup> parties at the point at which you share it with us and when you receive any subsequent communication from us.

**This privacy policy was last updated in July 2018.**