

# Broxbourne Solutions Privacy Policy [Document title]

Broxbourne Solutions treats your privacy seriously. This privacy policy sets out how we will deal with your 'personal information', that is, information that could identify, or is related to the identity of, an individual.

## *What personal information do we collect?*

When you book an Broxbourne Solutions conference or event you will be asked to provide certain information. This includes:

- your name
- your job title
- your organisation
- your organisation's address
- email address
- telephone number
- your payment preferences
- dietary requirements

## *How do we collect this information?*

All the information collected is obtained directly from you. This is usually at the point of your initial conference registration. The lawful basis for collecting and storing your information is due to the contractual relationship that you and your organisation have with Broxbourne Solutions. In order to inform you about conferences and events we need to store and process a certain amount of data.

## *How do we use your personal information?*

We use your personal information:

- For administration, planning and management of conferences and events
- To communicate with you about conferences and events
- To provide you with information about future conferences and events

We'll send you messages by email, post, other digital methods and telephone.

## *With whom Who do we share your personal information?*

We may disclose information about you, including your personal information

- If we have a statutory duty to disclose it for other legal and regulatory reasons.
- To third parties who may provide us with administrative services e.g. conference bookings

We do not share your information with any 3<sup>rd</sup> parties without your specific consent.

## *How long do we keep your personal information?*

We need to keep your information so that we can provide our services to you. In most instances information will not be stored for longer than six years beyond the end of your relationship with Broxbourne Solutions. The exceptions to this are instances where there may be legal or insurance circumstances that require information to be held for longer whilst the issues are investigated or resolved. Where this is the case you will be informed as to how long the information will be held for and when it is deleted.

## *How your information can be updated or corrected?*

To ensure the information we hold is accurate and up to date, you need to inform Broxbourne Solutions as to any changes to your personal information. You can do this by contacting us at [jeff.ross@broxbourne-solutions.co.uk](mailto:jeff.ross@broxbourne-solutions.co.uk). Should you wish to view the information that we hold on you, you can make this request by emailing [jeff.ross@broxbourne-solutions.co.uk](mailto:jeff.ross@broxbourne-solutions.co.uk). There may be certain circumstances where we are not able to comply with this request. This would include where the information may contain references to other individuals or for legal, investigative or security reasons. Otherwise we will usually respond within 14 days of the request being made.

## *How do we store your personal information?*

We have in place a range of security safeguards to protect your personal information against loss or theft, as well as unauthorised access, disclosure, copying, use or modification. Security measures include technological measures such as Secure Socket Layer (SSL) encryption.

## *Availability and changes to this policy*

This policy is available on our website at [www.broxbourne-solutions.co.uk](http://www.broxbourne-solutions.co.uk). This policy may change from time to time. The up-to-date policy will always be available on our website.

## *Contact*

If you have any queries about this policy, need it in an alternative format, or have any complaints about our privacy practices, please contact us at [jeff.ross@broxbourne-solutions.co.uk](mailto:jeff.ross@broxbourne-solutions.co.uk). We will respond within 28 working days.