

The British Society for Ecological Medicine - Privacy Policy, updated 16.05.18

We take your right to privacy very seriously and respect any personal information you share with us and endeavour to keep it safe, whatever your relationship is with us. This privacy policy is intended to give you an understanding of how and why we use the information you give us.

We will never sell or share your data with someone else for them to use for their own purposes.

We keep this policy under review and therefore it gets updated from time to time. You can see the date of the latest update at the top of this document.

Who we are

The British Society for Ecological Medicine has existed as a professional body since 1983. We are a charity and our aims are to promote the study and good practice of allergy, environmental and nutritional medicine for the benefit of the public.

We do so by providing support, safety and a networking platform for doctors and other professionals who use the principles of Ecological Medicine in their practice by collecting and sharing audit and case studies, organizing events and supervision opportunities and by publishing a regular newsletter.

We further promote education by organizing training and scientific conferences and liaising with other like-minded educational organizations on a national and international level. We raise public awareness for Ecological Medicine via our publications and events.

The BSEM website address is www.bsem.org.uk. Here you find information on what we do and what we offer, this includes sales of educational material, online education courses and tickets for events including conferences we organize. You can contact us via the website to sign up to our newsletter or to become a member of the society. BSEM can also be contacted by phone (+44 (0) 7864 637723) if you have any queries that cannot be resolved on our website or by email.

By using our website, social media pages or providing us with your information you are consenting to this privacy policy and the ways in which we use your information as outlined in this policy. If you do not agree with this policy, then please do not provide us with your information or continue using our sites and social media pages.

What is Personal Data?

Personal Data is defined as “any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person”.

The definition is quite broad, so we've listed below some of we specifically collect;

- your name, address, email address and other contact information.
- information you enter onto our website or on any of our social media sites/accounts; records of your correspondence with us, if you have contacted us, how and how often;
- financial information;
- details of your visit to the site.
- Any medical information you provide us with we take into consideration when replying to your enquiry, however we will immediately delete all correspondence including confidential medical information and not keep a record of it.
- For members, we would also need information to decide on the best membership status and a copy of the certificates of your membership to a regulatory body e.g. for doctors GMC registration

How we collect this information about you

Information you give us

We may collect information from you in the following ways:

- When you sign up in person to our membership or newsletter distribution list at one of our events or an event where BSEM has a stand or other presence.
- When you contact us by e-mail or phone.
- When you contact us with enquiries, correspond with us (including corresponding with us on behalf of a business) or become involved with us in another way.

Information we receive from other sources

There are occasions when members of the BSEM meet other doctors and then pass their contact details to the BSEM office – however this only happens if the person has explicitly asked to be put in contact with the office.

How we use your information for Marketing purposes

If you are a member we will hold your details on our database. You have access to your own profile, where you can update your address and subscription details. If you cancel your membership we offer to keep you on our mailing list unless you ask us to remove you. Every item of correspondence from the society always gives the option to unsubscribe. The information we hold on our members is used to improve ways to communicate the workings of the society and to allow us to provide services to our members.

Non-members are welcome to join our mailing list and use some of the services we provide to members of the public. We will keep details of your preferred means of contact on our system. We will use the details to send you our regular newsletters, updates on events of BSEM and those of affiliated organizations or any other information that we deem of interest for you in regard to the society's work and interaction with other societies or third parties in accordance with your interest e.g. we might temporarily pass on your details to our event organiser. If you decide to unsubscribe from our communication services, we delete all information you

have provided in the past and only leave your name on a list of people not to contact ever again unless you restart communication with us.

How we use your information

We will process your personal information in accordance with our obligations under applicable data protection laws and regulations, for the following reasons:

- to provide you with the services or information you have asked for; (e.g. membership, attendance at an event or our newsletter)
- to provide you with details of any of the doctors /practitioners listed on our website;
- to administer your donation or support your fundraising, including processing Gift Aid;
- to comply with applicable laws and regulations, and requests from statutory agencies;
- for our internal administrative purposes, including to administer any funding applications received;
- to provide you with information about us and our events, conferences, education, training, our member benefits and any other information, products or services that we provide or provide access to;
- to notify you about changes to our service and/or member benefits; and/or
- to ensure that content from our site is presented in the most effective manner for you and for your computer.

Whilst generally we will seek consent at the point of collecting your data, in some cases we may process data without consent when we are legally allowed to do so and where it is in our legitimate interests to do so.

Occasionally members of public contact us with their health issues. When this happens, we will deal with the request e.g. try to connect them (refer them) to a suitable practitioner from our website listing and delete their sensitive personal data immediately. We will not keep any record of the correspondence.

If, at any time you do not wish to receive any further information about us and our services or you wish to change your contact details or preferences, please contact us at info@bsem.org.uk. You can also write to us at:-

British Society for Ecological Medicine

FOA BSEM Secretary
Dr F Meuschel
BioLab Medical Unit
9 Weymouth Street
London W1W 6DB

If you request to receive no further contact from us, we will keep some basic information in order to avoid sending you unwanted materials in the future, and to ensure that we do not accidentally store details for the same person multiple times.

How long we keep your data for

We will only keep your information for as long as we need it to provide you with the goods, services or information you have requested, to administer your relationship with us, to comply with the law, or to ensure we do not communicate with people that have asked us not to. When we no longer need this information, we will dispose of it securely.

If you cancel your membership your information will be held until the end of your subscription year. After that date we offer to keep you on our mailing list, holding on to your preferred contact details only. All other information we held until then will be deleted from our customer relationship management system. Since we are a charity we are obliged to keep records of the society's membership and activities. Digital copies of our committee and trustee meetings, Annual General Meetings and of membership lists are saved and stored for 7 years in accordance with the Charity Commissions guidelines.

Where we store your personal data

We keep your data in the UK only. However, we use Microsoft Office systems and they might process data within the EEA or outside. They take all necessary precautions to ensure all data is safe. By submitting your details, you agree to this transfer.

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted using SSL technology.

Unfortunately, the transmission of information via the internet is not completely secure. If you wish to avoid that inherent risk of communication via internet, you would need to contact us by post. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Who has access to your information

We may allow our staff, consultants or other external providers acting on our behalf to access and use your information for the purposes for which you have provided it to us. For example, we will need to share your personal data with event organisers if you book for one of our conferences or trainings. Once your service need has been satisfied or the case has been closed, they will dispose of the details in line with our procedures. We only work with suppliers we trust, and they are only allowed to use the data to process on our behalf and never for their own purposes.

We will only share your sensitive information with third parties where it is directly relevant to the services you have requested. We make sure that your data is treated with the same level of care as if we were handling it directly. We may disclose your personal information to third parties if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply any agreements, or to protect the rights, property or safety of us, or others.

Your rights

We understand that privacy and data are sensitive and important. You have a number of rights in relation to your data and these are;

- The right to be informed

- this privacy policy details how and why we collect, store and use your personal data
- The right of access
 - You have the right to access the data and information we hold about you. Please see below for details on how request this information
- The right to rectification
 - We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate by contacting us using the contact details below
- The right to erasure
 - You can request that we delete the information we hold on you. If this is because you no longer want to hear from us, then we will keep some basic information to ensure we don't contact you again in the future. If we completely erase your records, then we wouldn't be able to ensure we don't contact you again in the future.
- The right to restrict processing
 - You can let us know how you want us to use your data and this is one of the reasons we operate an opt-in communication model, so you can choose how and what we contact you about
- The right to data portability
 - You have the right to request your data be provided in an easy to use format to another supplier
- The right to object
 - You can opt out of hearing from us at any point by contacting us using the details below

You have a right to access the personal information we hold about you and in certain circumstances to be provided with a copy of that information (this is known as a subject access request). You can request this by email to info@bsem.org.uk or by writing to us at:

BSEM admin address:

British Society for Ecological Medicine
 FAO BSEM Secretary
 Dr F Meuschel
 BioLab Medical Unit
 9 Weymouth Street
 London W1W 6DB

If you are unhappy with the way in which your personal data has been handled, please follow our complaints procedure ([here](#)). If you are not satisfied how we handled your complaint, you are entitled to make a complaint to the Information Commissioner's Office. <https://ico.org.uk/concerns/>.