

Hobbs Rehabilitation Digital Privacy Policy

What is the purpose of our Digital Privacy Policy?

Our website advises you of the training courses, events, conferences we hold and the services we provide in relation to neurological rehabilitation. In order for us to provide you with our website and services we may need to collect personal information about you.

We want you to use our website and services safe in the knowledge that any personal information you give us is held in accordance with the law. We have written this Privacy Policy to tell you:

- What personal information we collect about you when you use the website
- How we use your personal information
- Who we may share your personal information with
- Any transfer of personal information outside of the European Economic Area (EEA)
- How long we keep your personal information
- What we do to protect your personal information
- What choices you have in relation to your personal information

This website is owned and operated by Hobbs Rehabilitation Limited whose registered office is at Unit 1 Bridgets Farm Offices, Bridgets Lane, Martyr Worthy, Hampshire SO21 1AR.

We last updated this Privacy Statement on 24 May 2018.

Personal Information we collect about you

What information we collect about you

We may collect the following information about you:

- your name and address
- correspondence about your booking
- dietary and accessibility preferences

We collect information about you in two different categories:

- Identifiable information – this is information that allows us to identify you such as your name and email address, telephone number etc.

We may collect personal information about you when you:

- Request our newsletter
- Contact us by email or post
- Contact us by telephone
- Request to publish details of external training events
- Connect to the Hobbs Rehabilitation social media accounts

Personal Information we collect automatically

We do not use cookies however when you visit our website, we may collect certain information automatically such as:

- Your IP address (the name your computer used to identify itself to you)

How we use your Personal Information

To provide our website, process your request for information or your request for services, we may use your information in the following ways:

- To respond to requests for information via the “contact us” section
- to register you for attending our conferences and/or training events
- to post training events you wish to be shown on our website
- to send you marketing materials (if you have agreed to this)
- to process your booking for conference or another event
- to process your payment
- to fulfil any contracts you have entered into with us
- to help us develop the website and make it better for all users
- to administer our website (such as troubleshooting, data analysis, research)

Our legal basis for using your information

The law only allows us to use your personal information in certain limited circumstances. We have listed these below and what information they allow us to process. If it is not listed here, you can be assured we do not do it!

1) Where you have consented to us using your personal information

When you submit information to us on our website, we will process that information in order to comply with your request for further information or to join the mailing list. We will also add you to the published list of delegates at conferences you attend if you agree.

2) Where we need to perform the contract we have entered into with you

Examples of how we may use your information in order to comply with a contract that we have entered into with you:

- to provide the conference or event booking you have requested
- to arrange parking or dietary requirements at any conference or event you attend

3) Where it is necessary for our legitimate interests

We will:

- credit you with any comments or other information you have provided.

4) Where we need to comply with a legal obligation

An example of how we may use your information to fulfil a legal obligation:

- Keeping records for tax purposes

Our Marketing

We will only contact you if you have consented to be on our mailing list. You can opt out of such marketing at any time and if you wish to do so, please email us at marketing@hobbsrehabilitation.co.uk

Sharing your Personal Information

Other third parties

We may share your information with certain other third parties including:

- Our business partners, suppliers and sub-contractors for the performance of any contract we enter into with them for you
- Our website providers who need to see your information in order to keep our website up and running

We work with the following organisations:

- A website maintenance provider
- MailChimp who provide mailing services for newsletters

Legal Requirements and Law Enforcement

We may also disclose your personal information to third parties:

- if we transfer our business, in which case the personal information that we hold will be part of the transferred assets

Third Party Privacy Policies

Our website may contain links to websites owned by other organisations. If you follow a link to another website, that website will have its own privacy policy. We suggest that you check the policies of any other websites before giving them your personal information, as we cannot accept responsibility for any other website.

Where we store your Personal Information

Storage of Personal Information

All personal information you provide to us is stored on our secure servers or on secure servers operated by a third party located in the EEA.

Retention of information

We only hold your personal information for as long as necessary for the purposes for which we collected your information.

We have a retention policy which lays down timescales for the retention of information. Customer data retention periods can be found below:

Type of Documents	Description of Document	Retention Period
Database of event exhibitors	Name and contact details	We only hold your personal information for as long as necessary for the purposes for which we collected your information
Database of newsletter recipients	Name and email	
Database of providers of information that is published on the web or at conferences	Author details	
Database of Media contacts	Name and contact information	
Database of Case Managers, Solicitors and Medical Professionals	Name and contact information	
Database of Suppliers	Name and contact information	
Database of Charities	Name and contact information	
Database of other professional contacts including members of professional bodies relating to our core business	Name and contact information	
Database of Prospects	Details of those who contacted us for information but did not	

Type of Documents	Description of Document	Retention Period
	become a clients or book and event	
Database of course attendees	Details of requests for conference or events placed and contact details of those who have attended Hobbs Rehabilitation courses or courses at which Hobbs Rehabilitation attendees have attended where an attendance list has been shared	

Emails

If you choose to send us information via email, we cannot guarantee the security of such information until it is delivered to us.

Your rights

Access to information

You have the right to access information that we hold about you. If you wish to receive a copy of the information that we hold, please contact Rachel Charles - Operational Lead at rachelcharles@hobbsrehabilitation.co.uk or telephone 01962 779796.

Changing or deleting your information

You can ask us at any time to change, amend or delete the information that we hold about you or ask us not to contact you with any further marketing information. You can also ask us to restrict the information that we process about you.

You can request that we change, amend, delete your information or restrict our processing by emailing us at rachelcharles@hobbsrehabilitation.co.uk.

Changes to our Digital Privacy Policy

We review our Privacy Policy on a frequent basis to check that it accurately reflects how we deal with your information and may amend it if necessary. You should check this page regularly to see the most up to date information.