

1 GENERAL

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, for example through use of our website or on the membership application form, will be processed by us.

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

For the purposes of the Data Protection Act 1998 ("the Act"), the data controller is CRELA c/o Claire Timmings, Charles Russell Speechlys LLP of One London Square, Cross Lanes, Guildford, Surrey GU1 1UN. Our nominated representative for the purpose of the Act is CRELA Hon. Secretary Claire Timmings.

If you have any queries, please don't hesitate to contact Claire Timmings on claire.timmings@crsblaw.com

Please also be aware that the now archived website www.crela.co.uk has previously been used by and remains affiliated to CRELA. This policy applies to www.crela.co.uk until it is discontinued as well as the current website www.crela.org.uk ("Our Website").

2 INFORMATION WE MAY COLLECT FROM YOU

We may process information you give us, including, but not limited to, your name and surname, email address, place of work and name of company/organisation. You may provide such information on the membership application form, when registering with or logging in to Our Website, or when contacting us or any of our members.

Each time you visit Our Website, we may automatically collect the following information: technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform; information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); sections of Our Website you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs); methods used to browse away from the page and any phone number used to call us.

3 **HOW DO WE USE YOUR INFORMATION?**

We use your information to operate CRELA's online community (including but not limited to the members' area, the forum, the "feedback" and "contact" features, etc.) and to interact with you (for example, to answer a question you ask, to thank you for sending us feedback, or to respond to a message).

With your prior consent, we may use your information for marketing purposes, in particular to inform you of national and regional events, and may disclose your information to third parties in relation to such events.

We will also use your information to:

- Administer Our Website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- Improve Our Website and the online community and to keep them safe and secure; and
- Notify you about changes to our service. For instance, if Our Website is temporarily suspended for maintenance, we might send you an email.

Generally, you may not opt out of these communications, which are not promotional in nature. If you do not wish to receive them, you have the option to de-activate your account.

Based upon the information you provide us when registering for an account, we will send you a welcoming email to verify your username and password.

4 **STORING YOUR INFORMATION**

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us. Such staff maybe engaged in, among other things, the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

5 **SHARING YOUR INFORMATION**

We will only share information with government, law enforcement agencies and regulatory bodies when we consider the disclosure to be fair, reasonable and legal, or when legally obligated to do so.

We may share your information with third parties, for example TPS Limited, our database administrator, or for marketing purposes as set out above.

SECURITY

Unfortunately, the transmission of information via the internet is not completely secure. 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 procedures and security features to try to prevent unauthorised access.

Should a breach occur, we will take appropriate steps to notify you if you are, or could be affected and will make all efforts to minimise the impact.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

6 **LINKS TO THIRD PARTY WEBSITES**

Links to several websites owned and operated by third parties, such as our sponsors appear on Our Website. If you follow any of these links, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies or the wider content of these websites. We encourage you to note when you leave Our Website and to read the policies of any such third parties before you submit any personal data to these websites.

7 **CHANGES TO THIS PRIVACY POLICY**

We keep our privacy policy under regular review. Changes to our privacy policy will be posted on this page and where appropriate, you will be notified by email.

8 **YOUR RIGHTS**

You can ask us for a copy of your information or to correct the information we hold on you at any time.

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking the relevant boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us.

9 **CONTACT US**

If you have a question, complaint or query with regards to how we use your information, please contact us/our nominated representative and we will do our best to resolve it as soon as possible.

NB

CRELA's website should include a message (either permanent or temporary (that disappears when the user closes it)) saying this:

BY VISITING CRELA.ORG.UK AND/OR CRELA.CO.UK YOU ARE ACCEPTING AND CONSENTING TO THE PRIVACY POLICY (LINK TO THE PRIVACY POLICY).

CRELA's website must include a permanent message under the data-collection forms (that is, in the 'feedback' and 'contact' tabs and in the 'member's area' and 'log in' tabs) with this language:

BY CLICKING AND SENDING THIS INFORMATION YOU ARE ACCEPTING AND CONSENTING TO THE PRIVACY POLICY (LINK TO THE PRIVACY POLICY).