

NACC GDPR Privacy Policy

Updated 22.04.2022

Who We Are

This website is owned by The NACC (National Association of Care Catering) which is a member organization, managed by an elected National Executive. The NACC office address is Meadow Court, Faygate Lane, Faygate, West Sussex, RH12 4SJ. The website is maintained by McCullough Moore Ltd.

This Privacy Policy tells you what to expect when The NACC collects your personal information. It outlines how we will store your data safely, how you can access your information and who to contact if you have any queries or changes to make to the personal information held by us. By providing us with your personal information when using any of the services offered by The NACC, including this website, you are consenting to the use of the personal data collected as set out in this Policy.

The NACC acts as a data controller of any information provided through this website or via any other form of collection as detailed below.

What is in this Policy?

- Purpose
- The Information We Collect
- How We Use Your Information
- Where We Process Your Information
- Who We Share Your Information With
- How Long We Hold Your Information
- How We Safeguard Your Information
- Access to your Personal Information
- Marketing Opt Out
- Links To Other Websites
- Changes To Our Privacy Policy
- How To Contact Us

Purpose

The NACC collects and processes your information to provide your membership of the NACC, also for the purposes of registering you for an event or training course or providing you with a product or service or to contact you about services that we feel might reasonably be of interest to you. This legitimate interest is known as the lawful basis upon which we process your information.

The Information We Collect

We may collect personally identifiable information about you when you become a member, a partner or register for an NACC event, this includes information you knowingly supply and information collected by our website. Depending on the services this could be: -

- the data you fill in on a membership form, delegate or exhibitor form, when you sign up for a newsletter or enter a competition, such as your name, address, email address, card details, billing information and other information
- data from you, either when you communicate over the phone, by email or any other written correspondence
- data you provide when attending an Event including supplying your business card
- data that you enter on our website www.thenacc.co.uk
- your IP address, domain name and details of which version of web browser you use
- information on how you use the site, using cookies. Cookies are small pieces of information which recognise a user's electronic device when accessing our website.

How We Use Your Information

We are committed to protecting and respecting your privacy and will only use your personal information to:

- provide you with your membership and to administer renewals
- to provide any services, training or products you have requested
- let you know about any changes to our service
- manage our competitions and contact the winners
- send you information about products and services of the NACC Premier Partners
- send you reminders about the event or training course you have registered for
- send you direct marketing by telephone, post, email, or SMS about special offers and current or new products or events that you may be interested in and also news and industry resources that affect the Care Sector
- invite you to share your opinions and comments through a research study about our service
- track traffic flows and to make our websites easier for you to use
- plan and manage our business activities by understanding aggregated analysis on behaviour and habits.

This data can be viewed by our staff and third-party businesses that we engage from time to time to provide us with services to fulfil NACC membership and events.

Where We Process Your Information

We store your data on secure servers in the European Economic Area (EEA). By submitting your personal data, you agree to this. We have strict controls in place to ensure security and privacy of your information and the data we hold.

Who We Share Your Information With

We use a number of third party organisations to help provide a professional service to our customers. These organisations are our data processors and are recipients of the personal information that you provide to us. However, we only disclose the personal information that is necessary to deliver the service. Our data processors are strictly controlled on how they deal with your data and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes.

Services provided by our third party businesses may include:

- Managing of Marketing and Direct Mail campaigns
- Registering and Badging for the Event
- Training Companies
- Exhibitor and Partners bookings
- Hotel and Event venue bookings

If you register for an event, your name and/or organisation may appear on a list which we share with other delegates at the event.

We will not share your information with any other organisation for marketing, market research or commercial purposes, and we won't pass on your details to other websites.

We will only pass on your personal information if we have a legal obligation to do so.

How Long We Hold Your Information

We will only store your data for a reasonable amount of time after the event or when your membership expires, which is necessary to fulfil our obligations in accordance with any contract you have with us or as required by law. Our retention periods for personal information held by us is reviewed on a regular basis.

How We Safeguard Your Information

When you give us your personal information, we have procedures and security features in place to keep your data secure once we receive it. Sensitive information such as credit card details are encrypted and protected on SSL. (SSL stands for Secure Sockets Layer, which is standard security technology for establishing an encrypted link between a web server and a browser).

Non sensitive data is transmitted normally over the internet which cannot be guaranteed to be secure. Whilst we take steps to protect your information we cannot guarantee the security of any information you transmit to us in this way and you do so at your own risk.

Access to your Personal Information

You have the right to access the personal information we hold, update it or delete it. You also have the right to restrict processing of your data.

If you would like to exercise any of these rights or view the data we hold about you, please email us at info@thenacc.co.uk or write to us at The NACC Office, Meadow Court, Faygate Lane, Faygate, West Sussex RH12 4SJ, enclosing 2 forms of personal identification.

We will endeavor to fulfil your request within 48 hours of receipt of your request.

Marketing Opt Out

If you do not wish to receive marketing materials from us you may withdraw your consent at any time and free of charge as follows:

Opting Out of Emails - If you do not wish to receive any emails please call us on 08707 480180 or email us at info@thenacc.co.uk.

Opting Out of SMS TEXT - to opt out of SMS marketing just reply "STOP" to any of our messages

Opting Out of Direct Mail – please write to us at the address at the end of this privacy policy, call us on 08707 480180 or email us at info@thenacc.co.uk

Opting Out General - please write to us at the address at the end of privacy policy, call us on 08707 480180 or email us at info@thenacc.co.uk

Links To Other Websites

We sometimes have links to other websites, please note this privacy policy only applies to our website www.theNACC.co.uk.

Changes To Our Privacy Policy

We keep our privacy policy under regular review. This privacy policy was last updated on 14 May 2018.

How To Contact Us

If you have any questions please contact the GDPR Officer, The NACC, Meadow Court, Faygate Lane, Faygate, West Sussex, RH12 4SJ, or email: info@TheNACC.co.uk.

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