

# Our Privacy Policy

The Physiotherapy Pain Association (PPA) is committed to safeguarding the privacy of all of our members and to the website <http://ppa.csp.org.uk/>

This Privacy Policy sets out the basis on which we will process any personal data we collect from you or that you provide to us. Please read the following Privacy Policy to understand how we use and protect the information that you provide to us. This document may change from time to time, so please check it periodically.

## Information collection

### What information do we collect from you?

The PPA collects information under the legal base set out in the General Data Protection Regulation 2018 (GDPR) of:

1. a) Consent: the individual has given clear consent for you to process their personal data for a specific purpose.
2. The PPA may collect information that you provide to us for the purpose of subscribing to be a member of the PPA, subscribing to receive our PPA Journals, enrolling on our courses, invitation to our AGM's, updates on important developments in the area of Physiotherapy and Pain, posting messages via our website, email notifications. This may include your name, address, telephone number(s), email address, qualifications, CSP membership, CSP membership number, if overseas applicant, overseas governing body, overseas membership number, areas of work, method of membership payment. Occasionally bank account details will be requested in order to facilitate refund of overpayment of fees, but this will be done in correspondence with the member and will not be retained.
3. **Bank Account details are not retained nor passed back to PPA computer systems.** Please see the separate section containing details of payment arrangements.

### How do we use personal data?

We will use your personal information to process your membership and course bookings and to provide you with the services, products or information you have requested. We may need to share your information with our service providers and agents for these purposes.

We also analyse the personal information that you and others provide in order to obtain a better understanding of our members and ensure that the information we provide is relevant. The personal information you supply when you join our mailing list will be used by the PPA to keep you up-to-date with events and activities.

### Your preferences

When booking onto a course/event you are given the opportunity to opt in to receiving news and information from the PPA by either post and or email. Each e-mail we send you will offer the opportunity to opt out of these preferences and unsubscribe. You can also ask us to

do this, by e-mailing: ppaonlnadmn@gmail.com. We may from time to time ask you for further information in order to update our records or for particular purposes.

We may collect generic information about your visits to and use of the Site such as your Internet Provider (IP) addresses, geographical location, browser type, referral source, length of visit and number of page views. Individual users will not be identifiable from this information and we may use this information for a number of purposes such as optimising the use of the website or for security purposes. In particular, we may use an analytics service provider for website traffic analysis and reporting and to track information such as which browser and IP address you are using to access our website, in addition to tracking your movements around our website.

### **Sharing your information with others**

Other than as expressly set out in this Privacy Policy or as otherwise required or permitted by law, we will not share, sell or distribute any of the information you provide to us without your consent.

### **Improving our understanding**

We may also collect information about how you use the Site, as well as information about you, from e-mails or letters that you send to us. For example, if you contact us, we may keep a record of that correspondence. We will only use any such information in accordance with the terms of this Privacy Policy.

From time to time we may conduct surveys and promotions and may request information from you as part of these. Participation in these is entirely voluntary and you therefore have a choice whether or not to disclose any information which might be required.

Any materials or information that you post to the comments section of our website may be visible to other users and is stored on our servers for the purposes of making the Site and content available. We do not collect, store or use any personal information contained in any such post for any other purpose. We advise you to be selective about what information you post on the Site or that you provide to other users. We reserve the right to delete any posts or comments posted on the web site that are considered offensive and to remove access rights to the website from anyone persistently leaving such posts or comments.

### **Summary of how we use your data:**

- To ensure that content from the website is presented in the most effective manner for you and for your computer.
- To provide you with membership and pain management communications, news and information about PPA products, services and events that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.
- To allow you to participate in interactive features of our service, when you choose to do so.
- To provide customer service in relation to your use of the website, to deal with enquiries and complaints relating to the use of the website and to notify you about changes to our service.

- To administer, support, improve and develop our website.
- To personalise the website so as to improve your user browsing experience.
- To internally monitor users use of the website to enable us to analyse audience make-up, track and review website behaviour in order to determine what other products, services and events you may be interested in and in order to assist us improve our business generally.

## **How we protect information**

We take every precaution to protect your information. To this end all personal information stored by us is kept on a remote server in a secure environment. Only Executive Committee Members, post holders appointed by the Board and approved contractors/developers that the Executive Committee may appoint from time to time and who need the information to perform a specific job are granted access to personally identifiable information. All of these individuals must observe the GDPR 2018 and our Privacy Policy.

Please note that there is no required maximum retention period for the personal information held by us.

## **How we deal with on-line payments**

### **GoCardless**

The PPA utilises a payment gateway provided by GoCardless. The GoCardless system provides a highly secure payment method (ISO27001 certified), processing payments for thousands of on-line businesses, including ours. It is GoCardless utmost priority to ensure that transaction data is handled in a safe and secure way.

No card or banking details are stored at any stage of the process on PPA computer systems. All payment transactions are handled by GoCardless secure servers.

GoCardless is ISO27001 certified and is routinely audited by an independent third party to ensure compliance with the certification. GoCardless also provides mandatory information security training to all employees.

In addition, you know that your session is in a secure encrypted environment when you see https:// in the web address, and/or when you see the locked padlock symbol alongside the URL.

So when buying through our site, you can be sure that you are completely protected.

More information about paying securely with GoCardless can be found at <https://support.gocardless.com/hc/en-gb/articles/360000281005-GoCardless-and-GDPR>

## **Standing Order**

The PPA encourages all members to register and pay through the GoCardless system but for those continuing to pay by standing order the PPA utilises the UK banks and banking authorities. The UK banks and banking authorities provide a highly secure payment method processing payments for thousands of on-line businesses, including ours. It is the UK's Banking Industry's utmost priority to ensure that transaction data is handled in a safe and secure way.

No standing order or banking details are stored at any stage of the process on PPA computer systems. All payment authorisations are forwarded straight to the payee's bank account and are then handled by the UK's bank and banking industries regulations.

Standing Orders are compliant to the highest level and maintain regular security audits. They are also regularly audited by the banks and banking authorities to ensure that their systems are impenetrable.

## **Cheque**

The PPA encourages all members to register and pay through the GoCardless system and tries to discourage payment via check. However for those who wish to utilise this payment method all payments received by cheque are processed by being forwarded from the Membership Secretary to the PPA Treasurer who then in turn banks at the CoOperative Bank. No banking details are stored at any stage of the process on PPA computer systems. All payments are paid in directly at the CoOperative Bank and are then handled by the UK's bank and banking industries regulations.

## **Links to Third Party Websites**

The PPA does link to other third party websites such as YouTube and Facebook. Please refer to the Cookies section later in this document for further information. Please note that PPA is not responsible for the privacy policies of third party websites and recommends users to also check the privacy policies of other websites before registering any personal data linked to these sites.

## **Users under 18**

The PPA does not accept members who are under 18 years of age.

## **Cookies**

### **What is a cookie?**

Cookies are small pieces of information that are stored by your browser on your computer's hard drive. They make it possible for us to provide our online membership payment system, queries and track visitor statistics, such as returning visitors and personalise content options.

### **How does The PPA use cookies?**

Cookies enable us to recognise your computer when you visit our website and can therefore identify members eligible for offers, identify your preferences and tailor your visit to suit your needs more accurately. Cookies also speed up your searches and improve the websites usability for marketing purposes.

Cookies set on [www.ppa.csp.org.uk/](http://www.ppa.csp.org.uk/) fall into 4 main groups:

- **Content Management System:** The website does not set any cookies unless the user visits a secure page accessed via a personal log in. It then identifies the visitor's membership level and tracks that user's session.
- **On-page analytics:** Google Analytics (a free service offered by Google that generates detailed statistics about the visitors to a website) is used to track activity on every page.
- **Member Pages:** our members pages uses cookies for essential operations including identifying and authenticating the user, tying the user's session to the correct user information so a user can be passed correctly through to the membership pages and the content.

### **'Session' Cookie**

This is the cookie used to track members through the logging in process and is essential to make the site function properly.

### **'Authentication' Cookie**

The system sets another cookie when users log in - this allows users to start the log in process, and then go to a different part of the website. It is also essential to the functioning of the site.

### **'Test' Cookie**

Because some browsers (Cough, Safari) don't like Third Party Cookies by default - the site tries to set a test cookie before letting people start the booking process. If this fails, then customers are directed to a cookies help page. It is essential to the functioning of the site.

## **Social Media**

The following social media sites use cookies:

### **Facebook**

<https://www.facebook.com/search/top/?q=physiotherapy%20pain%20association>

The PPA Facebook page sets cookies according to YouTube's privacy and cookie policies, which will track users across Facebook web properties. Additional tracking and personalisation cookies will be set if a user logs in to this service, and this data is then stored by Facebook.

### **Twitter**

<https://twitter.com/search?q=physiotherapy%20pain%20association&src=typd>

The PPA Twitter profile page sets cookies for user tracking:

- **Google Analytics** (data received by Twitter)
- **Twitter session and referrer tracking:** The PPA's Twitter profile page sets cookies according to Twitter privacy and cookie policies, which will track users across Twitter's web properties. Additional tracking and personalisation cookies will be set if a user logs in to this service, and this data stored by Twitter.

### **Our recommendation:**

The PPA recommends that you allow cookies on your computer to enable us to provide you with the best possible service. If cookies are disabled we cannot guarantee the full functionality of the site.

### **Your rights:**

If you do not wish us to use cookies when you use our website, please adjust your internet browser settings to not accept cookies. Your computer's help function should tell you how to do this. Please note, however, that this may result in your being unable to use some of the facilities on our website.

### **For more information on cookies, please visit:**

[www.cookiecentral.com](http://www.cookiecentral.com)

Please note that we are not responsible for information available on these websites

## **What should I do if I have a query, concern or issue about the collection and use of my personal information by the PPA?**

Please contact our Data Protection Officer on [ppaonlnadmn@gmail.com](mailto:ppaonlnadmn@gmail.com) who will deal promptly with any queries, concerns or issues.

There is a clear reporting line from our Data Protection Officer to the Executive Committee through the Membership Secretary ([ppaonlnadmn@gmail.com](mailto:ppaonlnadmn@gmail.com)).