

# Privacy Policy



**The ITP Support Association  
Registered Charity Number 1064480**

**The ITP Support Association regards the lawful and correct treatment of personal information as very important and is fully committed to the principles of data protection, as set out in the General Data Protection Regulation.**

## **1. Why do we have this policy?**

Our privacy policy will help you understand what information we collect, how we use it, and what choices you have.

A quick note on terminology: when we use the phrase “we” in this policy, it refers to the ITP SUPPORT ASSOCIATION only. Our members and supporters are people or independent organisations that have their own privacy arrangements.

When we say, “our services”, we mean the services provided by THE ITP SUPPORT ASSOCIATION – such as our publications, conventions, patient meetings and general information updates.

Under the General Data Protection Regulation (GDPR), THE ITP SUPPORT ASSOCIATION is termed a ‘data controller’ which means that we are responsible for how and why personal data is used. THE ITP SUPPORT ASSOCIATION has a Data Manager – Mervyn Morgan, who can help you with any queries about the information in this privacy policy: [mervyn@itpsupport.org.uk](mailto:mervyn@itpsupport.org.uk) +44 (0)1234 376 559.

Please also note that this privacy policy covers the ITP SUPPORT ASSOCIATION website. Other websites linked to or from this site are not covered by this policy.

## **2. What information do we collect and receive?**

We process personal data in connection with our charitable activities, to help our members to meet their charitable objects by interpreting and influencing the regulatory, policy and research environments, and connecting members to encourage collaboration and share learning.

Under GDPR, we use 'legitimate interests' to process your data. 'Legitimate interests' means the interests of our organisation in conducting and managing our activities to enable us to give you the best service. For instance, we have an interest in making sure you receive only the emails that matter to you, so we may process your information to send you only the information you are interested in. You can, of course, tell us if you wish to be contacted differently, or not contacted at all – see number 8 in this document for information on how you can do this.

### **3. What personal data could we hold about you?**

You may be asked for personal data if you want to take advantage of specific services we offer, such as receiving member publications and website updates, joining email lists or taking part in conferences and seminars.

We will use the personal information you provide to administer our relationship with you and deliver the services you have told us you wish to use or to send you information that you have requested. We may also offer you the opportunity to receive additional information about our activities or those of our members, supporters, service providers and partners. You may opt out of this at any time by [contacting us](#).

Information that you supply will be treated in confidence and in accordance with the principles of the GDPR.

The types of personal data we hold on you might include:

- Your full name and title
- Your address.
- Your email address (only if you have provided this)
- Your telephone number (only if you have provided this).

We store this information on a secure database. This information is kept as accurate as possible – all our staff take responsibility for keeping this database up to date and have been trained in data protection.

We store your personal data just for the intended purpose, and we take steps to collect only the minimum personal data necessary, that it's accurate, and kept for only as long as necessary, after which it is deleted from our database.

We will amend your record when you tell us that your details have changed (e.g. you change address, email or phone number).

### **4. How do we use your information?**

We use your information to provide and improve the services we operate – such as our member publications, our mailing lists and our events (Conventions and patient

meetings). THE ITP SUPPORT ASSOCIATION accesses and uses this information as reasonably necessary and in accordance with your instructions:

- **To communicate with you:**
  - **Through our publications, mailing groups, to invite you to events or patient meetings.** You can opt out of these at any time.
  - **Responding to your requests.** If you contact us with a problem or question, we will use your information to respond.
  - **To tell you about changes in how we operate or provide you with formal documentation as part of your membership**

## **5. What other information could we hold?**

THE ITP SUPPORT ASSOCIATION may also collect and receive:

- **Billing and other information:** members and supporters pay a subscription or make a donation to THE ITP SUPPORT ASSOCIATION. However, we do not store credit card information as we use third party providers to take payments and subscriptions, such as PayPal, GoCardless, BT MyDonate or Charity Choice (providers may change).
- **Service usage information:** from time to time, we conduct surveys and interviews with individuals. We will explain any specific privacy notices as part of the activity, should it differ from this privacy policy.
- **Website traffic and newsletter readings:** we also store some information to enable us to see how popular pages on our website are and news items in our newsletters. This typically involves assessing aggregate level information, such as IP addresses. Analysing this information allows us to tailor our services to meet your needs.

## **6. How do we protect the security of your information?**

THE ITP SUPPORT ASSOCIATION takes security seriously. We take various organisational and technical steps to protect information you provide to us from loss, misuse, and unauthorised access, alteration or disclosure. These steps take into account the sensitivity of the information we collect, process and store, and the current state of technology.

Occasionally, we introduce changes or improvements to our systems. Any test data that may have been used in this connection are managed in a secure and confidential manner.

To learn more about current practices and policies regarding security and confidentiality of Customer Data and other information, please contact our Data Manager.

## **7. What is our cookie policy?**

Like most other organisations, THE ITP SUPPORT ASSOCIATION uses cookies on its websites.

Cookies are small text files sent by us to your computer and from your computer or mobile device to us each time you visit our website. Cookies do not identify the individual user, just the computer used.

Cookies provide information to the website owner and some are essential to allow parts of the website to operate. Session-based cookies last only while your browser is open and are automatically deleted when you close your browser. Persistent cookies last until you or your browser delete them or until they expire.

THE ITP SUPPORT ASSOCIATION uses third parties like Google Analytics for website analytics. You may opt-out of third party cookies from Google Analytics on its [website](#).

## **8. How do you contact us about the data we hold on you?**

If you would prefer us to:

- Stop contacting you
- Amend your information
- Delete your information
- Change your preferences (for instance if you would prefer us to only contact you about certain things or restrict what information we have about you)
- Any other change

Please tell us. You can do so by emailing anyone from THE ITP SUPPORT ASSOCIATION via [contact us](#). We will make any changes requested within 1 month, or sooner.

You also have the right to ask us for a copy of the information we hold about you and to have any inaccuracies in your information corrected.

Please also feel free to contact us if you have any questions about THE ITP SUPPORT ASSOCIATION's Privacy Policy or practices [here](#), directly to any member of the team, via the main office telephone number: +44 (0)1234 376 559 or at our mailing address below:

THE ITP SUPPORT ASSOCIATION,

The Platelet Mission

Kimbolton Road

Bolnhurst

MK44 2EL

### **9. How do I report a concern about how you have used my data?**

If you feel we haven't handled your data properly, please do [contact us](#) and we will do everything we can to rectify the problem.

If you feel this doesn't go far enough, or if you want to report your concern elsewhere, you can contact the Information Commissioner's Office: <https://ico.org.uk/concerns/>

### **10. Changes to this Privacy Policy**

We may change this policy from time to time. If we do we will post any changes on this page. If you continue to use the services after those changes are in effect, you agree to the revised policy.

The ITP Support Association April 2018