

## BACME Privacy Policy

### **Who are we?**

The British Association for CFS/ME (BACME) is a multidisciplinary organisation for UK professionals who are involved in the delivery of clinically effective services for patients with Chronic Fatigue Syndrome/Myalgic Encephalomyelitis (CFS/ME). This Privacy Policy states how we comply with the General Data Protection Regulations (2018) and your rights within it.

### **What data do we collect?**

BACME will collect the following data:

- Personal identification information such as: name, personal address, email address, phone number, occupation and workplace details.

### **How do we collect your data?**

You directly provide BACME with most of the data we collect. We collect this data and process the data when you:

- Register online with BACME for your annual membership
- Voluntarily complete any questionnaire / survey to provide BACME with feedback.
- Register online for a BACME event e.g. a conference
- Use or view our website via your browser's cookies.
- Contact us to ask to be on our general mailing list
- Provide us with details of your CFS/ME service for the BACME services map

### **How will we use your data?**

BACME collects your data so we can:

- Process your membership and for internal record keeping
- Email you any BACME correspondence
- Keep you up to date with any training events being promoted by BACME

- Circulate information relevant to the field of CFS/ME
- Keep the CFS/ME services map up to date

### How do we store your data?

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online. Your data will be stored on our secure online database accessed via the BACME website. This website is secured using an SSL certificate; this ensures all data passed from your browser to the website is secure

Once you are no longer an active member, BACME will keep your personal details for a period of 3 months. Once this time period has passed, we will securely delete your data.

### Marketing:

BACME would like to send you information regarding training opportunities including BACME organised webinars and conferences as well as training events being held by other organisations.

You may choose to restrict the collection or use of your personal information by selecting this option when completing forms or clicking on the unsubscribe option at the bottom of all BACME emails. You can also contact us directly at [info@bacme.info](mailto:info@bacme.info) to let us know your preferences.

### Making purchases over BACME website:

If you pay your membership fee or training event fees through the BACME website, this will be made through our secure direct debit payment system and processed by Gocardless. We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

### Your data protection rights?

BACME would like to make sure you are fully aware of all your data protection rights. Every member is entitled to the following:

- **The right to access** – You have the right to request BACME for copies of your personal data. BACME may charge you a small fee for this service.

- **The right to rectification** – You have the right to request that BACME correct any information you believe is inaccurate.
- **The right to erasure** – You have the right to request that BACME erase your personal data, under certain conditions.
- **The right to restrict processing** – You have the right to request that BACME restrict the processing of your personal data, under certain conditions.
- **The right to object to processing** – You have the right to object to BACME processing of your personal data, under certain conditions.
- **The right to data portability** – You have the right to request that BACME transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us:

Email us at:

[info@bacme.info](mailto:info@bacme.info)

Write to us at:

Christine Oliver, East Midlands CFS/ME Network Coordinator  
Specialist Rehabilitation  
London Road Community Hospital  
London Road  
Derby  
DE1 2QY

### What are cookies?

Cookies are text files placed on your computer to collect standard Internet log information. When you visit the BACME website, we may collect information from you automatically through cookies or similar technology.

For further information, visit: [allaboutcookies.org](http://allaboutcookies.org).

### How BACME may use cookies:

BACME may use cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use the BACME website

### How to manage cookies:

You can set your browser not to accept cookies. However, in a few cases, some of our website features may not function as a result.

### Privacy policies of other websites:

Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

### Changes to our privacy policy:

BACME keeps its privacy policy under regular review and places any update on our web page. This policy is effective from 1<sup>st</sup> November 2019.

### How to contact us:

If you have any questions about BACME's privacy policy, the data we hold on you or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at:

[info@bacme.info](mailto:info@bacme.info)

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