

# PRIVACY STATEMENT

## Information covered by this Statement

This Privacy Statement applies to the use and processing of personal information collected and used by Arbrix and Arbrix Conferences Limited.

By using the Arbrix website or otherwise providing your personal information to Arbrix, you agree to the collection, use and sharing of your information in accordance with this statement. Please read this Privacy Statement carefully and [contact us](#) if you have any questions.

Personal information is information, or any combination of separate pieces of information, that could be used to identify you.

Should you have any queries in respect of this statement or our use of personal data, please contact us.

## Information we collect directly from you

We collect information directly from you when you join Arbrix or when you choose to participate in our training courses and programs or email us, or otherwise provide information directly to us. The following are examples of information we may collect directly from you :

- Name
- Email address
- Postal address
- Username and password
- Telephone and/or fax number
- Demographic information
- Payment information (such as a credit card) and bank account details
- Future communication preferences

## How Arbrix uses the information

For running Arbrix as a members organisation we use the information collected to provide you with details of forthcoming events of Arbrix Conferences Limited

- Answer your questions or respond to your requests
- Enrol you in training courses or programs, that you request

- Process payment for training courses or subscriptions to Arbrix
- Protect against or identify possible fraudulent transactions

Arbrix will only process your information in pursuance of our legitimate interest if we receive any requests from you related to, for example, a product or service, a call-back, or specific marketing materials; we will use your personal information to fulfil your request. Where we need to manage your account and protect you against or identify possible fraudulent transactions, we will do so in accordance with our legal obligation placed on us under law. We will seek consent from you if we need to process your data solely for identified purposes. To ensure meaningful consent is obtained from you, Arbrix will provide you with reasonable notice ensuring that your consent is provided on an informed basis.

### **Information Sharing**

The success of our business depends on your trust, and we do not sell your personal information to marketers outside of Arbrix. We share your personal information within Arbrix and as described in this statement. We do not share personal information with marketers outside of Arbrix unless you consent to such sharing, or as described within this statement.

### **Personal Information Retention Period**

We will retain Personal Information for the period necessary to fulfil the purposes outlined in this Privacy Statement, unless a longer retention period is required or permitted by law.

### **Your communication options**

We give you choices about how to communicate with you.

### **Email Communications**

You can stop receiving promotional email messages from Arbrix by advising us accordingly.

### **Postal Mail**

You can stop receiving promotional postal mail from Arbrix by advising us accordingly.

### **You and your Information**

To the extent provided for by applicable law, you have certain rights in respect of the management of the personal data we hold about you.

### **Access**

We take steps to keep your personal information accurate. Information provided by you is held on our database and can be accessed by you to view or update personal information you provided when you joined Arbrix.

### **Data Deletion**

Should you wish to have your information removed from the Arbrix database you must notify Arbrix accordingly.

### **Other Rights**

To the extent provided by applicable law, you have the right to request rectification of your personal data; to obtain restriction of the processing of personal data; to object to the processing of personal data (including direct marketing) and to data portability. To exercise any of these rights, please contact us.

### **Consent**

Where you have given consent for our processing of your personal data, you may withdraw that consent at any time by contacting us. We will cease processing your personal data as soon as reasonably practicable following our receipt of your withdrawal.

### **Complaints**

If you consider that we have processed personal data in violation of applicable law, please contact us as described below. If you consider that we have processed personal data in violation of applicable law and failed to remedy such violation to your reasonable satisfaction, you may also lodge a complaint with a supervisory authority (e.g. the Information Commissioner in the UK).

### **Information Security**

Arbrix is committed to keeping personal information secure. We have implemented technical, administrative and physical procedures designed to protect personal information from loss, misuse or alteration.

### **Updates to our Privacy Statement**

We will post changes to this Privacy Statement indicate the effective date when this Privacy Statement is updated. If we make any material changes to this Privacy Statement, we will notify you by sending an e-mail to the e-mail address you most recently provided us or by posting notice of the changes on this site.