

Privacy notice and cookies policy

About us

FODO Group consists of the [Federation of \(Ophthalmic and Dispensing\) Opticians \(FODO\)](#), [FODO Ireland](#) and the [National Community Hearing Association \(NCHA\)](#). FODO is the data controller and is committed to protecting your data privacy.

This **privacy notice** and **cookies policy** explains what personal data we collect and how it is used. It also explains your rights and how to contact us if you have any further questions.

Privacy notice

We aim to minimise the amount of personal data we collect. This means the personal data we have will vary based on your relationship with us. We therefore describe separately below the main groups of people about whom we hold and process personal data.

Members (businesses and individuals)

We hold the name(s), email(s), postal address(es), telephone number(s) and any other information that you have provided as part of maintaining your membership. If you contact us for support we also record the nature of the enquiry and any advice given.

These data are held securely and are only available to staff who need to access them and whose contracts of employment require confidentiality and secure data-handling.

We only process personal data in ways that you would expect. For example, unless you unsubscribe, you will receive our newsletter and other communications as part of your member benefits package. We sometimes use secure data processors to provide these and other services.

If you use our legal and defence services we will sometimes need to engage with our lawyers and underwriters on your behalf.

We will not make your personal data available to any other parties without your explicit permission unless required to do so by a court order, by order of the relevant tax authorities, or by order of a regulator with statutory powers to require disclosure.

We will only keep your personal data for as long as necessary to fulfil the purposes we collected it for. This includes ensuring we satisfy any legal and accounting requirements and that we can defend you against any future claims. This means how long we keep your personal details might vary. For example:

- insurance cover is provided in perpetuity and we will need to keep information about your cover in case a claim arises against you in the future, including after you have retired or left us
- if you supplied references as part your application process, this personal information is destroyed after two years of active membership or your date of leaving membership (whichever is sooner).

We only retain personal details for as long as is necessary. If you would like to learn more about our specific retention periods please contact us at the details given below.

We process these data above on the following legal grounds: legitimate interests of operating an effective and successful representative and professional body and where processing is necessary for the establishment, exercise or defence of legal claims.

Potential members (businesses and individuals)

If you have contacted us for specific support and/or to find out about membership, then we will make a record of our correspondence. We will minimise the personal data we hold in such cases. For example, only recording information that will allow us to answer any follow-up questions that you might have. This might include contact details that you have provided and the nature of your query.

If you have asked us to include you on our newsletter we will do this. You will be able to unsubscribe at any time by clicking the unsubscribe button on the newsletter or emailing us using the contact details below.

We will retain your personal data for as long as is necessary for the purpose it was collected. We seek never to retain personal details for any longer than is necessary.

We process these personal data on the following legal grounds: legitimate interests of operating an effective and successful representative and professional body.

Other personal data

Our business model means we also hold other personal data and engage with a wide range of stakeholders – including but not limited to charities, elected representatives and national and international representative bodies. This section summarises personal data that we might hold in relation to these activities.

Health records:

Members who use our professional indemnity insurance scheme might have on occasion to share health records with us. These are only accessible to senior and trained staff, who understand the importance of additional layers of security in protecting this personal information. We minimise the data we collect and will seek legal advice on a case-by-case basis for how long we should retain any health records on file.

We process these personal data on the following legal grounds: legitimate interest and where processing is necessary for the establishment, exercise or defence of legal claims.

Employees:

Employees' personal data held for human resources purposes and are covered by a separate privacy notice.

Stakeholders we have a direct relationship with:

We maintain contact details of individuals we work with. For example the contact details of committee members.

We might combine this with other information you or your organisation has published. For example a personal biography you or your organisation has published online.

In this case we will retain your personal data for as long as is necessary for the purpose it was collected. This will typically mean until the point you leave a committee or specific role, unless you decide to stay in contact with us by updating your details.

We process these personal data on the following legal grounds: legitimate interests of operating an effective and successful representative and professional body.

Stakeholders we might have an indirect relationship with:

We might gather personal data from desk-based research into topics relevant to our aims using public sources such as websites. For example, we might create a database of elected representatives and their interests based on information they have published online.

In this case we will retain your personal data for as long as is necessary for the purpose it was collected. This will typically mean until the point you are no longer a local representative and/or have your contact details on a recognised public site, for example <https://www.parliament.uk/mps-lords-and-offices/mps/>, removed.

We process these personal data on the following legal grounds: legitimate interest and related processing of personal data manifestly made public by the data subject.

Website and social media

If you contact us online – using our website or other social media platforms – then we will process your personal data in accordance with your request and in a way that is consistent with the information provided above.

Our website contains links for convenience to other websites but we have no control over them. You should therefore check the privacy notices on other websites you visit as we cannot take responsibility for how other websites process personal data.

Please also see our cookies policy **below**.

Your rights

You have various rights over how we use your personal data. This section explains those rights:

Information: you have the right to be informed about the personal data we hold on you. This privacy notice and our cookies policy are part of our commitment to meeting this right. If you have any questions please contact us using the details provided below.

Access: in some cases you have the right to request a copy of the personal data we hold about you. If you have any questions about this or would like to make a request then please contact us using the details provided below.

Accuracy: we aim to keep all personal data we hold accurate and up-to-date. If you notice an error or would like us to update your details please contact us using the details provided below.

Erasing and/or objecting: in some cases you can object to our processing data, ask us to limit how we process data or ask us to erase the data we hold about you. If you have any further questions about these rights, please contact us using the details provided below.

Making a complaint: you have a right to make a complaint if you are unhappy with the way we have managed your personal data. Please see the contact details section below.

Other rights: you have rights to data portability and in relation to automated decision making and profiling. Our current business model means these rights do not apply to the personal data we hold. We will keep this under review and update our privacy notice if our business model changes.

You may exercise any of the above rights by contacting us. We might, depending on the nature of your request, need proof of your identity. This might include a copy of a passport page, ID card or other valid document we can use to identify you.

Changes to our privacy notice

We reserve the right to update and change this privacy notice from time to time in order to reflect any changes to the way in which we process your personal data or changing legal requirements. Any changes we may make in the future will be posted on this page and, where appropriate, notified to you by email. Please check back frequently to see any updates or changes to our notice.

Contact details:

We are not required to have a Data Protection Officer.

Any queries about the personal data we hold or process, information changes or any related enquires, should be addressed by email or in writing to Jonathan Carey, Executive Assistant, in the first instance, or to the Chief Executive.

jonathan@fodo.com

020 7298 5151

If you have a concern about the way in we handle your data, you may also wish to contact the [Information Commissioner's Office \(ICO\)](#), which is the supervisory body for ensuring compliance with data protection regulation in the UK.

Cookies policy

What are cookies?

A cookie is a piece of data stored on your local device – for example your mobile, tablet, desktop computer or other electronic device. A cookie often includes a unique identifier which allows websites and other technology to track online traffic – for example identify whether you are visiting for the first time or are a repeat visitor, or whether you have opened an email.

How we use cookies?

We use cookies to identify which web pages are being used and to improve our website.

How can you change your settings?

We will assume you are happy for us to use cookies if you continue without changing your settings. You can change your settings at any time. To find out more information on cookies visit www.allaboutcookies.org. You can also find out how to disable Flash cookies by visiting see <http://www.adobe.com/products/flashplayer/securitywww.adobe.com/products/flashplayer/security>.

This privacy notice and cookies policy was last updated on 21/05/18