

Privacy Notice - Surveys

Introduction

This Privacy Notice, also known as a “Fair Processing Notice” explains in detail the types of personal data we may collect about you when you are completing the questionnaire. It also explains how we’ll store and handle that data and keep it safe.

Personal data is information that relates to a living individual who can be identified from that data.

We want you to be fully informed about your rights, and how “Steeper Group”; Hugh Steeper Ltd uses your data.

Who are we?

Hugh Steeper Ltd, trading as Steeper Group, provide a range of rehabilitation products and services to private and international markets as well as in partnership with the National Health Service in the UK.

Our Data Protection Officer (DPO) provides help and guidance to make sure we apply the best standards to protecting your personal information. If you have any questions about how we use your personal information, our DPO can be reached by email at:

dpo@steepergroup.com

or by post at

Data Protection Officer,
Unit 3 Stourton Link,
Intermezzo Drive,
Leeds
LS10 1DF

Why do we collect information about you?

We want to better understand how our products and services are used within your business. In addition to your opinion, Steeper Group needs to keep and process information about you so that we can contact you and follow up if needed. We may also send you information about our products and services if you wish. This may be written down in paper records or held on computer.

What types of personal data do we collect / process about you?

- Identity Details – name;
- Contact Details – email address;
- Technology Identifiers – IP address.

Certain data is classified under the General Data Protection Regulation as “Special Categories”. Such as ethnicity, religious beliefs, health data and sexual orientation. We will not collect or store any data in this category.

How your personal information is used?

The information we hold and process will be used for our management and administrative use only. We will keep and use it to enable us to manage our relationship with you effectively, lawfully and appropriately.

Our legal basis for processing your personal and special categories of data?

We only use your personal information where that is permitted by the laws that protect your privacy rights. We only use personal information where:

- We have your consent;
- We need to use the information to comply with our legal obligations;
- It is necessary for the legitimate activities with appropriate safeguards.

By filling out the questionnaire you consent that we will process your personal information in line with this notice.

Disclosure

Your information will be stored within SurveyMonkey, our chosen survey provider, who will maintain the questionnaire and the responses. Your personal information will not be shared with any other third parties.

SurveyMonkey will store the information in their Secure Data Environment within the USA. They are EU-US Privacy Shield Certified which ensures an adequate level of protection for your personal information.

Retention period

Steeper Group will process your personal data for no longer than the research period has completed or no more than twelve (12) months, whichever is sooner. Your data will then be purged from SurveyMonkey systems and the responses anonymised.

Your rights as a data subject

At any point while we are in possession of, or processing your personal data, you have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply to have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling – you also have the right to be subject to the legal effects of automated processing or profiling.
- Right to judicial review: in the event that Hugh Steeper Ltd refuses your request under rights of access, we will provide you with a reason as to why. You have the right to complain as outlined below.

All of the above requests will be forwarded on should there be a third party involved in the processing of your personal data.

What forms of ID will I need to provide when requesting?

Steeper Group accept the following forms of ID when information on your personal data is requested:

- Passport.
- Driving licence.
- Birth certificate.
- Utility bill (from last 3 months).

Complaints

In the event that you wish to make a complaint about how your personal data is being processed by Hugh Steeper Ltd (or third parties as described above), or how your complaint has been handled, you have the right to lodge a complaint directly with the supervisory authority, for the UK this is the Information Commissioner's Office at <http://ico.org.uk>, and Hugh Steeper Ltd's Data Protection Officer at dpo@steepergroup.com.