

Message House Privacy Policy

Effective 25th May 2018, last updated April 2024

This privacy policy explains how and why Message House collects and processes your personal information. We may modify this policy at any time, and it is reviewed on a bi-annual basis. By using our website and services, you agree to be bound by this policy.

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Tel: 01442 862365

Email: info@message-house.co.uk

Overall responsibility for data protection is with Dr Matt Carter.

We are committed to protecting your privacy. We will only use the personal information that we collect from you lawfully.

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data). Identification can be by the information alone or in conjunction with any other information. The processing of personal data is governed by the Data Protection Act 2018, the "UK GDPR", as defined in the Data Protection Act 2018, and other legislation relating to personal data and rights.

This applies to information that is gathered automatically as you use the website (via cookies) as well as any information you submit to us voluntarily.

We will not sell or distribute your personal information to third parties unless we have your permission or are required by law to do so.

Information we collect about you

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together follows:

- **Identity Data** includes first name, maiden name, last name, username or similar identifier, title, date of birth and gender.
- **Contact Data** includes billing address, delivery address, email address and telephone numbers.
- **Financial Data** includes bank account and payment card details.
- **Transaction Data** includes details about payments to and from you and other details of memberships and conference bookings you have purchased from us.

When you contact us

If you contact us via email, phone, post or the contact form on our website, we collect relevant information you provide to us, which may include name, email address, phone number and postal address.

The legal basis (according to article 6 of the General Data Protection Regulation (GDPR)) for doing so is our Legitimate Interests – we require this information in order to respond to your enquiry and provide a service.

If you register for a research panel

When you register as a research panellist we require that you submit personally identifiable information, such as name, postal address, email address and phone number. We may also ask you to provide demographically relevant information.

The legal basis (according to article 6 of the General Data Protection Regulation (GDPR)) for doing so is Consent – when you register as a research panellist you will explicitly give us permission to process your data for this purpose.

When you use our website

The Message House website is hosted by Squarespace and uses cookies that are stored on your browser. These cookies collect information about how you use the site, for example which pages you visit, and all user data is anonymous. They only collect data related to your use of this website.

Please note that some of these cookies may be placed by third party service providers who perform a function for us. The third party services this site uses are Google Analytics. The data these services collect are anonymous.

You can find out more about controlling, opting-out and deleting cookies, [here](#).

By continuing to use this website without adjusting your browser's cookie settings you agree that we can place these cookies on your device.

Where your data is stored

Some of the third party service providers we use to manage data may be located within the US. Where this is the case we have undertaken an assessment to ensure they are compliant with appropriate GDPR-equivalent safeguarding measures.

If you would like more information on international transfers please contact us.

How long we keep your data

We only keep your data for as long as necessary.

Records will be regularly reviewed to ensure that data is not held longer than necessary, and no longer than 24 months after last contact if deemed unnecessary.

Data that is found to have passed the retention period will be destroyed in a secure manner.

Your Rights

Where you have given us consent to process your data (such as by joining a Research Panel), you have the right to withdraw your consent at any time. You can do this by contacting Message House directly via email.

You also have the following rights regarding your data:

- i) The right to request to access your personal data that is held by Message House.
- ii) The right to rectify any errors if your personal data is inaccurate or incomplete.
- iii) The right to request the deletion or removal of personal data.
- iv) The right to request that restrictions are placed on the processing of their personal data.
- v) The right to object to the processing of your data.

Requests in regards to these rights should be made in writing to the info@message-house.co.uk email or address given above, we will aim to respond in 30 days.

Security & sharing your data

We are committed to keeping your data secure and take all reasonable precautions to protect your data from loss, misuse or alteration.

We will not sell or distribute your personal information to third parties unless we have your permission or are required by law to do so.

Your personal data will be treated as strictly confidential. It will only be shared with third parties where it is necessary for the performance of our tasks.

Our team are contracted to strict confidentiality, and may only process data in accordance with our instructions.

If you have any concerns about the way Message House has processed your data, you can lodge a complaint to the [Information Commissioner's Office](#). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.