

Privacy Policy

At the European Health Management Association (EHMA) asbl, we are committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about our Members, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time and we will notify you of any changes. By becoming a EHMA Member, you are agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to governance@ehma.org or by writing to European Health Management Association asbl, Rue Belliard 15-17, 1040 Brussels, Belgium. Alternatively, you can telephone at + 32 (0)2 502 65 25.

Who are we?

The European Health Management Association (EHMA) asbl is a non-profit membership organisation that focusses on enhancing the capacity and capability of health management to deliver high quality healthcare. EHMA is a registered asbl under Belgian law. The registered address is Rue Belliard 15-17, 1040 Brussels, Belgium.

How do we collect information from you?

We obtain information about you when you apply to become a EHMA Member and when using our Membership Portal.

What type of information is collected from you?

The personal information we collect might include your name, address, phone number, email address, country, job title, place of employment, and similar information of the additional contact persons from your organisation. It might also include your financial details such as debit/credit card information. However, if you make a payment online or purchase a service from us, your card information is not held by us, it is collected by our third-party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions, as explained below.

How is your information used?

We may use your information to:

- Process a payment that you have made;
- To carry out our obligations arising from any contracts entered into by you and us;
- Seek your views or comments on the services we provide;
- Notify you of changes to our services;
- Send you communications which you have requested and that may be of interest to you. These may include information about events, update on European Affairs, research opportunities, promotions of third organisations' services, and EHMA internal news.

We are legally required to hold some types of information to fulfil our legal and financial obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes. We may share your information with third parties upon your explicit consent, and only for the specific purpose that was agreed upon.

Third Party Service Providers working on our behalf – We may pass your information to our third-party service providers, agents subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to process payments and send you mailings). However, when we use third-party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own

direct marketing purposes. Please be reassured that we will not release your information to third parties unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

When you are using our secure online payment pages, your payment is processed by a third-party payment processor, who specialises in the secure online capture and processing of credit/debit card transactions. If you have any questions regarding secure transactions, please contact us.

We may transfer your personal information to a third party if we are under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our supporters and customers. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

Your choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct communications from us about the vital work we do to improving health and healthcare, then please contact us by email at governance@ehma.org or telephone at +32 (0)2 502 65 25.

How you can access and update your information

The accuracy of your information is important to us.

We are working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at governance@ehma.org, or write to us at European Health Management Association, Rue Belliard 15-17, 1040 Brussels, Belgium. Alternatively, you can telephone at +32 (0)2 502 65 25.

You have the right to ask for a copy of the information EHMA asbl holds about you. The Member is entitled to access anytime his or her personal information, and to rectify or remove them by contacting us at governance@ehma.org. In case of a removal request, EHMA asbl commits to delete the personal information as promptly as possible and within a reasonable delay, giving the Member confirmation by email once the removal is completed.

Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it is treated securely.

Any sensitive information (such as credit or debit card details) is encrypted and protected with the following software 128 Bit encryption on SSL. When you are on a secure page, a lock icon will appear on the bottom of web browsers such as Microsoft Internet Explorer.

Non-sensitive details (your name, email address, etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

Where we have given (or where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Profiling

We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you. We may make use of additional information about you when it is available from external sources to help us do this effectively. We may also use your personal information to detect and reduce fraud and credit risk.

Use of 'cookies'

Like many other websites, our website and the Membership Portal use cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store your country preference. This helps us to improve our website and deliver a more personalised service.

It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using our website and the Membership Portal.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website and the Membership Portal, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third-party site and recommend that you check the policy of that third-party site.

18 or Under

Underage children are not allowed to become a EHMA Member or use its Membership Portal.

Transferring your information outside of Europe

As part of the services offered to you through EHMA membership, the information you provide to us may be transferred to countries outside the European Union ("EU"). These countries may not have similar data protection laws to Belgium. By submitting your personal data, you are agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in April 2018.