

# Privacy Policy

The Council of International Neonatal Nurses ('COINN', 'we', 'us') is the controller and responsible for protecting your personal data and handling it responsibly.

This policy covers the personal data that COINN processes whenever you interact with us, including when you engage with us online (such as using our website, social media or by attending our event launches and webinars), when you attend events and when you correspond with us (such as by email or website forms). It also covers personal data that we may receive from third parties including our partner website(s).

While interacting with us, you may decide to follow links to websites which are operated by third parties who control the collection and use of your personal data. In these situations, COINN does not control how your personal data is processed and therefore you should read the privacy policy and cookie policy (as applicable) located on such third-party websites.

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## **Personal data COINN collects from you**

We collect personal data from your interactions with us, such as when you engage with us online (such as on social media or by using our website(s)), attend our events online or physically at our venues or when you email us.

The personal data we collect from you includes:

- the name and contact details that you provide when you register as a member with us
- address details
- your browser or device information
- information about your use of our websites and apps
- information about your engagement on social media, including on accounts belonging to COINN, our staff and our members
- your communications with us
- information about your attendance at COINN events, such as launches, webinars and conferences. Photos and video footage of you may be taken at these events.
- information you provide us to comply with our site entry procedures
- information you provide as part of a job application process with the us, including your employment history
- information you provide us as part of a survey.

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## **Why COINN processes your personal data**

This section explains the reasons why we process your personal data and our legal bases for doing so.

### ***Consent***

If you've opted-in to receive information regarding our events, webinars or newsletters as well as opportunities be it accessing our website and partner websites then you consent to our policies.

We also rely on your consent to process information about your use of our websites, and social media sites, so that we can improve your browsing experience and deliver online advertising that is relevant to you. "And occasionally we may rely on your consent to process racial or ethnic origin, health, sexual orientation, or other sensitive information.

Wherever we rely on your consent to process personal data, you have a right to withdraw that consent.

### ***Legitimate interests***

We process your personal data when necessary to pursue our legitimate interests in the following:

- tailoring our websites and communications for you. We collect information about your engagement with us online (such as pages that you have visited on our websites or social media accounts) and combine that with aggregated insights we have about our member base, to build a fuller understanding of your individual preferences
- monitoring, improving and protecting our content and services
- monitoring and enforcing compliance with our activities terms and conditions and ground regulations
- preventing abusive, discriminatory or otherwise inappropriate or offensive behavior, whether in person or online, that is directed towards us or our members or partners
- administering any Membership you have with us
- sending you some types of direct marketing, including by email and post
- responding to your comments or complaints
- undertaking, or inviting you to take part in, market research or surveys
- querying whether you have had an issue completing an online form or interacting with us
- preventing, investigating and/or reporting fraud, terrorism, misrepresentation, security incidents or crime
- to protect the health and safety and security of our staff and other visitors to our sites; to enforce our terms and conditions; and to help detect and prevent unlawful activity
- managing legal claims, compliance, regulatory and investigative matters
- processing job applications and opportunities received through our website.
- administering programs run by us or our partner agencies or organization or institutions that you have chosen to participate.

You have a right to object to any processing that we undertake for our legitimate interests.

### ***Contract***

We process your personal data when necessary for contractual reasons, such as to administer your account registration and competition entries and to provide services that you have requested.

### ***Legal obligation***

We are legally required to process your personal data in cases where we need to:

- obtain parental consent to provide online services directly to children
- respond to certain requests by government or law enforcement authorities

### ***Sensitive data***

In limited circumstances, we may need to process your sensitive personal data, such as race or ethnicity data, health data, biometric data, or data about criminal offences. This will only ever be where we meet a lawful condition for such processing, such as where we have your consent, where the data has been made public by the data subject, or where processing is necessary for: the prevention or detection or unlawful acts, the substantial public interest, or legal claims.

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### **Who COINN shares personal data with**

We may share your personal data with all our third party partners or social media companies of which, we hold social media accounts. These are not limited to our funders and supporters in any way possible.

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### **Personal data transfers outside of country of origin**

Where your personal data is transferred to a country outside your origin, we will ensure your data is protected by appropriate safeguards (for example, approved standard contractual clauses or a supplier's Binding Corporate Rules).

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### **How long COINN retains personal data**

We retain personal data about your membership for as long as your account remains active, and for a limited period afterwards (in case you decide to reactivate your membership or have queries about it).

Where you have asked us not to send you direct marketing, we keep a record of that fact to ensure we respect your request in future.

We keep a record of call webinar or zoom recordings for 25 months unless we need to hold this data for longer to resolve an issue or to meet a legal requirement.

We also retain information with the potential to give rise to legal disputes for 3 years.

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### **Your rights to withdraw consent and to object (including to direct marketing)**

Wherever we rely on your consent to process personal data, you always have a right to withdraw that consent.

You also have the right to object to any use of your personal data for direct marketing purposes, as well as to processing that we undertake based on our legitimate interests.

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### **Your other personal data rights**

In addition to your rights to withdraw your consent and to object, you have the right to ask us:

- for access to information about your personal data or for a copy of your personal data
- to correct or delete your personal data
- to restrict (i.e. stop any active) processing of your personal data
- to provide you with certain personal data in a structured, machine readable format and to transmit that data to another organization.

These rights may not always apply, for example if fulfilling your request would reveal personal data about another person, or if you ask us to delete information which we are required by law to keep or have a compelling legitimate interest in keeping. If this is the case then we'll let you know when we respond to your request.

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### **How to contact us and exercise your rights**

The easiest way to stop receiving information from us is by opting out of communications through your online preference centre

You can also correct your registration details by contact us directly.

We will do our best to assist with any queries you have about your personal data within 30 days of receipt. You can contact our team at any time using the contact page. When you do so, please provide your full name, your preferred contact information, and a summary of your query.

***Last updated 15 March 2024***

We suggest that you check back here for updates, as we will update this policy from time to time.