

Privacy Notice - TFI Lodestar

We value your privacy and care about the way in which your personal information is treated. We want you to understand how and why your personal information is collected, used and shared. If you have any questions, feel free to get in touch via one of the methods set out in the contact us section below.

TFI Lodestar gathers and manages data on behalf of its clients using the following online data management system: EventsAIR. TFI Group also uses Axxess payment services for online card transactions.

TFI Lodestar is a UK registered entity. Companies House number 01845643.

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T: +44 (0) 207 808 5614

What personal information do we collect about you?

The personal information that we process includes:

- Your basic information – such as name (including name prefix or title), gender, age and date of birth
- Contact information – such as business address, email address, phone number(s);
- Professional details – such as your education, occupation/position/role, hospital, medical specialty, and medical practitioner number or government issued ID;
- Financial information – such as payment-related information
- Travel and conference information – such as dietary requirements and travel details

How do we obtain your personal information?

We collect your personal when you provide it to us via the online registration systems.

How do we use your personal information?

We use your personal information to communicate with you about your attendance at the upcoming events as well as make the necessary arrangements with suppliers, so your attendance needs are met.

On what basis do we use your personal information?

We use your personal information on the following basis:

- To comply with legal and regulatory obligations.
- For legitimate business purposes. Your personal data is required in order for us to manage your attendance at the upcoming events.
- Because you have given your consent - at times we may ask for your consent to allow us to use your personal information for one or more of the purposes set out above. See the 'Your rights' section below for information about the various rights that you have if we process your information based on your consent.

How long will we keep your personal information?

Subject to the 'Your rights' section below, we will only keep your personal information for a period of 2 years.

With whom do we share your personal information?

We share your personal information with trusted third parties/suppliers to arrange your attendance at the upcoming events.

Protecting your personal information

The following procedures are implemented across all systems managing the data of TFI Lodestar's clients:

- Only certain representatives of the organisation ('users') are permitted encrypted login/password access to our systems and authorised to handle data
- 'Users' are trained on specific key data protection issues relevant to these systems prior to commencement of any data management role.
- Users are aware of the login and password protocols – that they should keep these details secure and not divulge these details to other staff members or external stakeholders unless specifically authorised by the head of department.
- Any data exported for transportation purposes in any media format is appropriately encrypted
- Users have the correct access privileges in accordance with their job roles.

Each system used for data management has been tested to ensure that data is stored securely, and the appropriate steps have been taken to avoid disclosure of sensitive data.

How do we store your data?

TFI Lodestar operates a clear desk policy and all employees, temporary staff and contractors are required to ensure that all data is kept outside of the secure system in exceptional circumstances and, if needed, is kept locked away during non office hours.

In sensitive cases all hard copy data in any media must be locked away in a combination-lock in the safe at the Office.

When working away on site at an event, hard copy, magnetic, and memory stick data must be stored in a safety deposit box in staff bedrooms overnight or kept on the person of identified key staff on events taking place within the timescales of a day.

If for any reason, data is lost either from office-based systems, in transit or on site at an event, this loss must be reported immediately to the Client and TFI Lodestar's Head Office.

Employees should ascertain in advance with a client what is to be done with data at the end of each and every project. If data is to be stored for accounting or similar purposes for an agreed period of time over the longer term, such data must be saved with appropriate encryption protocols via the in-house FIPS or similar standard data management system in an appropriate archive folder within the project folder.

In the case of projects containing sensitive data, unless otherwise instructed by the client, all data held must be destroyed after the agreed timescales by appropriate mechanisms such as:

- Use of Shredders conform to at least DIN 32757 Level 3 through a recognised subcontractor
- USB, CD, Magnetic tape media should be pulverised and disposed of by way of a professional and recognised subcontractor.

Your rights

You may be entitled:

- to opt out from processing of your personal information for direct marketing purposes;
- to ask about the processing of your personal information, including to be provided with a copy of your personal information;
- to request the correction and/or deletion of your personal information;
- to request the restriction of the processing of your personal information, or object to that processing;
- to withdraw your consent to the processing of your personal information
- to request receipt or transmission to another organisation, in a machine-readable form, of the personal information that you have provided; and
- to complain to your local supervisory authority, or to a court of law, if your privacy rights are violated, or if you have suffered as a result of unlawful processing of your personal information.

Where you are given the option to share your personal information with us, you can always choose not to do so.

It is your right to request information or withdraw consent

If you wish to request further information on how your data is managed, or if you would like to withdraw consent, please contact TFI Group Ltd at:

Email: engagement@tfilodestar.com

T: +44 (0) 207 808 5614

Withdrawing consent / Objecting to our use of your personal information

If at any time you choose to withdraw your consent to the processing of your personal information, or if you object to the processing of your personal information, we will respect that choice in accordance with our legal obligations. Your withdrawal of consent (or objection) could mean that we are unable to perform the actions necessary to achieve the purposes set out above (see 'how do we use your personal information?') or that you may not be able to make use of the services and products offered by us.

If you would like to exercise your rights with regards to your personal information, please let us know by getting in touch via engagement@tfilodestar.com