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Privacy Policy

Last updated 25th May 2018.

AQUA EUROPA Privacy Policy

AQUA EUROPA's Privacy Policy is devised to help you feel more confident about the privacy and security of your personal details and shows how AQUA EUROPA intends to process, retain and remove your personal data, and the lawful basis for doing so. It is applicable to any personal information which is given by you or your company to AQUA EUROPA.

What data do we process and who is it shared with?

AQUA EUROPA will be what's known as the 'controller' of the personal data you provide to us. Our company registration number is 0875 302 066 and our registered address is 38-40 Square de Meeûs, Brussels, B-1000 Belgium. The person responsible for our data protection can be contacted at info@aqua-europa.eu.

We collect personal data about you including, for example, first name, last name, job title, employer name, e-mail address and contact telephone number. This does not include any special types of information or location-based information.

Members

Our lawful basis for processing this data is that it is "necessary for a member's legitimate interests" and information is sent to members that we feel relevant to a specific role.

Data is only shared with members of AQUA EUROPA staff (who have each signed a Confidentiality Statement) and is not shared with any other third parties apart from the following carefully chosen contractors i) British Water, who provide secretariat services ii) bar-control, who supply the CRM platform, thus having access to the website data and iii) Mailchimp who supply the email campaign platform..

Non members

New contact data is added to the CRM to receive information that has been requested, and/or information that we feel is of interest to that individual.

Data processed includes only contact and company name, job role, email address and telephone numbers, and a clear reason why we process and retain that data is recorded. In addition, personal data gathered through attendance at meetings and events is retained (eg dietary requirements) and is shared only with organising and event venue staff.

How can the contact data we hold be viewed, amended or removed?

A request for your contact data to be viewed, amended or removed can be made at any time by emailing info@aqua-europa.eu

Newsletters, information about events and other marketing communication will include the option to Unsubscribe from those communications. The Unsubscribe will usually be processed within three working days but will always be actioned within one month of such written request being received.

What data do we retain and what data do we remove?

If we are notified that an individual has left a company, the CRM will be updated so that no further information is sent to that person. Contact data may be retained for up to ten years at which time it will be deleted, unless there is a legitimate reason for its further retention*. This includes data gathered about an individual when they register for a meeting or event.

As above, if a request is received for that data to be deleted this will usually be removed within three working days but will always be removed within one month of such written request being received.

*Such data is available on request from info@aqua-europa.eu

What process do we have to secure disposal of personal data?

Once a request has been made to remove contact data, this will be carried out b in the timescales noted above.

It is the responsibility of the Director to ensure GDPR compliance and in case of query, info@aqua-europa.eu in the first instance.

For the purposes of GDPR, AQUA EUROPA is both a Data Processor and Data Controller, and as noted above our lawful basis for processing your data is that “the processing is necessary for your legitimate interests” as defined in clause 6(1)(f) of the legislation.

Cookies

You should be aware that information and data may be automatically collected through the use of Cookies. "Cookies" are small text files that store basic information that a web site can use to recognise repeat site visits and as an example, re-call your name if this has been previously supplied. We may use this to observe behaviour and compile aggregate data in order to improve the website, target the advertising and assess general effectiveness of such advertising.

Cookies do not attach to your system and damage your files. If you do not want information collected through the use of Cookies, there is a simple procedure in most browsers that allows you to deny or accept the Cookie feature. Note, however, that 'personalised' services may be affected if the cookie option is disabled.