

PRIVACY POLICY

STAAR Conference UK

Animal Rehab Conference UK Ltd | Company number 17222688

Effective and last updated: 17 September 2026

At a glance

This notice explains how STAAR Conference UK uses personal data when you visit our website, join a priority or mailing list, register for or attend an event, buy services, participate as a speaker, sponsor or exhibitor, use event technology, or otherwise deal with us. It should be read together with our Delegate Data Sharing Notice and any just-in-time privacy wording shown when we collect information from you.

1. Who we are and the laws that apply

Animal Rehab Conference UK Ltd, trading as STAAR Conference UK ("STAAR UK", "we", "us" or "our"), is the controller of the personal data described in this notice unless we tell you otherwise.

We process personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 as amended, including by the Data (Use and Access) Act 2025, and the Privacy and Electronic Communications (EC Directive) Regulations 2003 (PECR), where applicable.

Controller details	Information
Legal entity	Animal Rehab Conference UK Ltd
Trading name	STAAR Conference UK
Company number	17222688
Registered office	1 Fairfield Mansions, Fifth Avenue, Margate, United Kingdom, CT9 2JL
Privacy contact	laura@staarconference.co.uk

2. When this notice applies

This notice applies to personal data we process in connection with:

- our website, including our online registration pages;
- priority lists, mailing lists and event updates;
- conference, workshop and event registration, bookings, payments and attendance;
- speakers, instructors, sponsors, exhibitors, partners and suppliers;
- CPD administration, attendance records and certificates;
- event apps, networking tools, badge scanning and similar event technology;
- photography, video and audio recording at our events;
- enquiries, contracts, complaints and other communications.

3. Personal data we may collect

Category	Examples
Identity and contact	Name, title, postal address, email address, telephone number and contact preferences.

Category	Examples
Professional	Job title, employer or organisation, professional role, qualifications, registrations or memberships, professional interests and CPD information.
Registration and event	Booking details, tickets, sessions or workshops selected, attendance, badge details, networking preferences and event-app profile information.
Financial and transaction	Billing details, invoices, refunds, purchase history, payment status and transaction references. Payments are processed by PayPal. We do not store full payment-card details or PayPal account credentials; PayPal handles payment information under its own privacy statement and terms.
Special-category information	Information you choose to provide about accessibility or health-related adjustments. This may constitute data concerning health.
Speaker, sponsor and exhibitor	Biography, photograph, professional profile, organisation information, marketing assets, contractual details and communications relating to participation.
Communications	Emails, messages, enquiries, feedback, complaints, survey responses and records of consent, objections and marketing preferences.
Technical and usage	IP address, device and browser information, security logs, website usage, cookie identifiers and information from similar storage or access technologies.
Media	Photographs, video and audio recordings made at or in connection with an event.

4. How we obtain personal data

We may obtain personal data:

- directly from you when you register, buy, subscribe, complete a form, attend, speak, exhibit, sponsor, contact us or use our website;
- from an employer, colleague or organisation that books a place or arranges participation for you;
- from PayPal in connection with payments you make, and from website, hosting, communications and event-technology providers acting for us;
- from partners or professional organisations where there is a lawful basis for the disclosure;
- from public professional sources where relevant to speakers, sponsors, exhibitors or professional contacts.

Our online registration system forms part of our own website. Registration information is stored in the website database and we do not currently use a separate third-party event-registration or ticketing platform. Our website hosting and technical providers may process or access that database only as needed to host, maintain, back up and secure the website, subject to appropriate data-protection terms where they act as our processors. Payment processing is handled separately by PayPal.

If we obtain your personal data from someone else, we will provide the information required by law within the applicable period, normally at first contact or within one month, unless an exemption applies.

5. Why we use personal data and our lawful bases

We only use personal data where we have a lawful basis. Different bases can apply to different purposes. Where special-category data is involved, an additional condition is also required.

Purpose	Data	UK GDPR lawful basis	Special-category condition
Registration, bookings, event delivery, ticket changes, refunds and service messages	Identity, contact, registration, transaction and attendance data	Contract - to take steps at your request and to perform our agreement with you	Not normally applicable
Payments, invoicing, accounting, tax and record keeping	Identity, contact, transaction and financial records	Contract and legal obligation	Not applicable
Event administration, logistics, venue coordination, customer support and handling enquiries	Identity, contact, registration, communications and relevant professional data	Contract and/or legitimate interests in operating the event efficiently and responding to participants	If special-category data is needed, see section 6
Accessibility and health-related adjustments	Accessibility and health-related adjustment information	Consent where appropriate, and/or contract where necessary to provide the requested service	Explicit consent under Article 9(2)(a) where the information is special-category data, unless another lawful condition clearly applies
CPD administration, attendance verification and certificates	Identity, professional and attendance data	Contract and legitimate interests in evidencing attendance and providing professional-development records	Not normally applicable
Managing speakers, instructors, sponsors, exhibitors, partners and suppliers	Identity, contact, professional, contractual and communications data	Contract, legitimate interests and legal obligation where relevant	Not normally applicable
General event photography and recordings	Media, identity and professional context	Legitimate interests in documenting and promoting our events, subject to a balancing assessment and reasonable safeguards; consent or contract where more appropriate	If a recording reveals special-category data, we will assess and apply an appropriate Article 9 condition before using it
Direct marketing by STAAR UK	Contact details, professional context, marketing preferences and engagement records	Consent where PECR requires it; otherwise legitimate interests may apply, for example for certain business-to-business communications, subject to the right to object	Not normally applicable
Sharing contact details with independent sponsors or exhibitors for their own marketing	Identity, professional and contact details	Consent, where required; we do not rely on a general event-booking consent for this	Not normally applicable
Website security, fraud prevention and service integrity	Technical, usage, transaction and communications data	Legitimate interests in securing our services, preventing misuse and protecting participants and our business; legal obligation where applicable	Not normally applicable
Cookies and similar technologies	Cookie identifiers, device and usage data	Consent where PECR requires it; a statutory PECR exception may apply to limited technologies that meet the legal conditions	Not normally applicable
Establishing, exercising or defending legal claims and dealing with regulators	Relevant personal data connected with the issue	Legitimate interests and/or legal obligation	Where relevant, the condition for legal claims under Article 9(2)(f)

6. Special-category data: accessibility and health-related adjustment information

Accessibility requirements or health-related adjustment information that you choose to provide may constitute data concerning health. This is special-category personal data and receives enhanced protection under data protection law.

We ask only for information reasonably needed to make the requested accessibility or health-related adjustment. Where we rely on explicit consent, the request for that consent will be separate, specific and recorded. You may withdraw consent at any time. If the information is necessary to provide a particular adjustment, withdrawing it may mean we can no longer provide that specific arrangement.

We limit access to this information to people and service providers who genuinely need it for the relevant arrangement, and we delete or anonymise it promptly after the event as described in section 14.

7. Information you need to provide

Some information is required to enter into or perform a contract with you, for example your name, contact details, booking selections and payment or billing information. If you do not provide information that is necessary for a booking or service, we may be unable to complete the registration, take payment or provide the relevant service. Optional fields will be identified as such where practical.

8. Marketing and communications

Service messages about an existing booking, payment, safety, venue, timetable or material change to an event are not treated as optional marketing where they are necessary to provide the service you requested.

For promotional emails, texts and similar electronic messages, we apply PECR as well as UK data protection law. In particular:

- for individual subscribers, including consumers, sole traders and certain partnerships, we use consent unless a lawful soft opt-in applies;
- for corporate subscribers, PECR may not require consent for email or text marketing, but UK GDPR still applies where personal data is used;
- we identify ourselves and provide a simple way to unsubscribe in each marketing message;
- where we rely on consent, the choice is positive, specific and separate from other terms, and we keep evidence of it;
- you may object to direct marketing at any time. Where you object, we stop using your personal data for direct marketing and keep only the minimal information needed on a suppression list so that we can respect your choice.

We do not treat silence, inactivity, a pre-ticked box or acceptance of general terms as consent to marketing.

9. Sponsors, exhibitors, networking and delegate details

We distinguish between organisations that process personal data for us to deliver the event and independent sponsors or exhibitors that want to use contact details for their own purposes.

- Service providers: We may give registration or attendance data to contracted providers where necessary for badge printing, event technology, venue operations or similar administration. They may use the data only in accordance with our instructions and contract, unless they have a separate lawful role that we clearly explain.
- Delegate directory or networking profile: Where we offer an attendee directory or networking tool, participation will be optional unless we clearly identify a different lawful basis. We will provide privacy controls so that you can choose what profile information is visible where technically possible.
- Sponsor or exhibitor marketing: We do not provide a full delegate contact list to sponsors or exhibitors for their own marketing by default. If we ask for consent to share contact details for this purpose, the consent will be separate from event registration and will identify the relevant organisation or make an up-to-date list readily available before you consent.
- Badge or QR interactions: If you deliberately scan a badge, QR code or otherwise ask a particular exhibitor or sponsor to contact you, your details may be passed to that organisation for the purpose clearly explained at the point of interaction. That organisation will then act as an independent controller for its own subsequent use of your data.

We do not sell personal data or provide delegate lists for unrelated third-party marketing.

10. Photography, video and audio recording

We may create photographs, video or audio recordings at STAAR UK events for event reporting, education, website content, social media and future promotion. For general event coverage, we may rely on legitimate interests where our assessment shows that the use is proportionate and does not override your rights and reasonable expectations.

We will use appropriate notice at the event and provide a practical way to raise concerns or request reasonable steps to avoid being deliberately featured. For interviews, testimonials, posed or prominently featured promotional content, or other circumstances where consent is the more appropriate basis, we will seek a separate agreement or consent. Speaker and instructor recording may also be governed by the relevant participation contract.

If you have a concern about an image or recording, contact laura@staarconference.co.uk. We will consider the request in light of the lawful basis, your rights, any publication already made and the practical ability to remove or stop future use.

11. Cookies and similar storage or access technologies

Our website may use cookies, pixels, local storage, device identifiers and similar technologies. Strictly necessary technologies may be used where permitted by law without consent. Other technologies will not be used without consent unless a specific PECR exception applies and all conditions for that exception are met.

Where consent is required, non-essential technologies are disabled until you make a choice. You can change your preferences using our cookie controls. Our cookie notice or preference centre should provide the current list of technologies, providers, purposes and retention periods.

We do not rely on a privacy policy alone as consent to cookies or tracking.

12. Who we share personal data with

We may share the minimum personal data necessary with:

- website hosting and technical providers, email, CRM, survey and event-technology providers acting for us;
- venues, badge-printing and logistics providers, but only the information they need for the relevant service;
- professional advisers, insurers, accountants and auditors where necessary;
- accrediting or professional bodies where this is necessary for CPD or accreditation and you have been told about the disclosure;
- law enforcement, courts, regulators or public authorities where disclosure is legally required or necessary to protect legal rights;
- sponsors, exhibitors or partners only as described in this notice and the Delegate Data Sharing Notice.

PayPal payments: Payments are processed through PayPal. PayPal processes payment and related personal data under its own privacy statement and terms and acts as a controller for the personal data it processes for its relevant purposes. We do not receive or store your full payment-card details or PayPal account credentials. We receive the transaction information that PayPal makes available to us and that we need to confirm, reconcile, refund and administer the payment. PayPal's current UK Privacy Statement is available at <https://www.paypal.com/uk/legalhub/paypal/privacy-full>.

Where a supplier acts as our processor, we use a written data-processing contract containing the protections required by data protection law. Where another organisation acts as an independent controller or joint controller, we will provide appropriate information about that arrangement.

13. International transfers

Some suppliers, speakers, partners or technology providers may be located outside the United Kingdom or may access personal data from outside the UK. Before making a restricted international transfer, we use a lawful transfer mechanism and any supplementary measures required by law.

Depending on the destination and recipient, this may include UK adequacy regulations, the UK International Data Transfer Agreement, the UK Addendum to the EU Standard Contractual Clauses, or another lawful transfer route. Where required, we assess the circumstances and risks of the transfer. You may contact us for information about the relevant safeguard and, where legally available, a copy or summary of it.

14. How long we keep personal data

We keep personal data only for as long as reasonably necessary for the purpose for which it was collected, including legal, accounting, tax, insurance, dispute and regulatory requirements. Our working retention schedule is:

Record	Typical retention
Registration and event-administration records	Normally up to 24 months after the relevant event, unless a longer period is needed for a dispute, legal claim, insurance matter or an ongoing relationship.
Invoices, accounting and tax records	Normally 6 years from the end of the relevant company financial year, or longer where the law requires.
Speaker, sponsor, exhibitor and supplier contracts	Normally 6 years after the relevant agreement ends, subject to any longer period required for a legal claim or other obligation.
Accessibility / health-related adjustment data	Deleted or anonymised as soon as it is no longer needed for the event arrangements, normally within 30 days after the event, unless an incident, legal claim or another clearly explained reason requires longer retention.
Attendance and CPD records	Normally up to 6 years after the event where needed to verify attendance or reissue evidence of participation.
Marketing records	Until you unsubscribe, withdraw consent or object, or until the data is no longer reasonably useful for the stated marketing purpose. We periodically review marketing data for continued relevance.
Suppression records	Minimal information is retained for as long as reasonably necessary to ensure that an opt-out or objection continues to be respected.
Website and security logs	For the period needed for security, troubleshooting and legal purposes, according to our technical retention schedule and the relevant provider settings.
Cookie and tracking data	For the periods shown in the current cookie notice or preference centre.

We may retain anonymised information that no longer identifies an individual.

15. Security and personal-data breaches

We use appropriate technical and organisational measures designed to protect personal data against accidental or unlawful destruction, loss, alteration, unauthorised disclosure or access. Access is limited according to business need, and providers that process data for us are subject to appropriate contractual and security requirements.

We maintain procedures for identifying, assessing and responding to personal-data breaches. Where the law requires, we will notify the Information Commissioner's Office and affected individuals within the applicable time limits.

16. Your data-protection rights

Depending on the circumstances, you may have the right to:

- ask for access to your personal data and information about how it is used;
- ask us to correct inaccurate or incomplete personal data;
- ask us to erase personal data where the legal conditions are met;
- ask us to restrict processing in certain circumstances;
- receive certain personal data in a portable format and/or have it transferred to another controller where the right applies;
- object to processing based on legitimate interests;

- object at any time to the use of your personal data for direct marketing;
- withdraw consent at any time where we rely on consent, without affecting the lawfulness of processing before withdrawal;
- raise a data-protection complaint with us and complain to the Information Commissioner's Office.

To exercise a right, email laura@staarconference.co.uk. We may ask for reasonable and proportionate information to confirm identity or authority. We normally respond as soon as possible and no later than one calendar month after the relevant response period begins. The law permits an extension in certain complex cases or where multiple requests are made, and we will tell you if an extension applies.

17. Automated decision-making

We do not currently use solely automated decision-making, including profiling, to make decisions about individuals that produce legal or similarly significant effects. If this changes, we will provide the information and safeguards required by law before or when the processing begins.

18. Data-protection complaints

If you believe we have infringed data-protection law or mishandled your personal data, you can make a data-protection complaint to us by emailing laura@staarconference.co.uk. Please include enough information for us to understand the issue and how you would like it resolved. You do not need to use legal terminology.

We will provide a clear route for complaints, acknowledge a data-protection complaint within 30 days, take appropriate steps to investigate it, keep you informed where appropriate, and communicate the outcome without undue delay.

You may also complain to the Information Commissioner's Office (ICO), the UK supervisory authority. ICO contact details are available at ico.org.uk. Postal address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone: 0303 123 1113.

19. Changes to this notice

We may update this notice when our services, suppliers, data uses or legal obligations change. We will publish the current version on our website and update the date at the top. If a change materially affects how we use personal data, we will take reasonable steps to bring it to the attention of affected individuals and obtain fresh consent where required.

20. Contact

Questions, rights requests, consent withdrawals, objections and data-protection complaints can be sent to:

STAAR Conference UK

Animal Rehab Conference UK Ltd

1 Fairfield Mansions, Fifth Avenue, Margate, United Kingdom, CT9 2JL

Email: laura@staarconference.co.uk

DELEGATE DATA SHARING NOTICE

STAAR Conference UK | Effective and last updated: 17 September 2026

Purpose of this notice

This notice gives additional detail about when delegate, attendee, speaker, sponsor and exhibitor information may be made available to event service providers, other attendees, sponsors or exhibitors. It must be read together with the STAAR Conference UK Privacy Policy.

1. Controller

The controller is Animal Rehab Conference UK Ltd, trading as STAAR Conference UK. Company number 17222688. Registered office: 1 Fairfield Mansions, Fifth Avenue, Margate, United Kingdom, CT9 2JL. Privacy contact: laura@staarconference.co.uk.

2. Data that may be involved

Depending on the feature or choice involved, the data may include your name, job title, organisation, professional role, country, attendance information, professional interests, event-app profile, business contact details and records of your networking or sponsor interactions. We use the minimum data needed for the specific purpose.

3. Event administration providers

We may provide relevant registration or attendance data to contracted service providers for registration, badge printing, event technology, venue management, communications, security or conference delivery. These providers are not permitted to use delegate data for their own unrelated marketing merely because they provide a service to STAAR UK. Where they act as our processors, they are bound by written data-processing terms.

4. Delegate networking and event-app profiles

If we offer a delegate directory, networking app or profile-search feature, we will explain what information will be visible and who can see it. Unless we clearly identify another lawful basis, joining the directory or making a profile discoverable will be optional. Where technically possible, you can control the fields displayed and change your visibility settings.

5. Sponsors and exhibitors

We do not give sponsors or exhibitors a general delegate contact list for their own marketing by default.

Contact details may be shared with a sponsor or exhibitor for its own follow-up where:

- you have given a separate, valid consent that covers the proposed sharing and identifies the organisation concerned, or an up-to-date list of the organisations is made readily available before you consent; or
- you deliberately initiate an interaction with that specific sponsor or exhibitor, for example by asking to be contacted or by using a clearly explained badge or QR-code scan.

A sponsor or exhibitor that receives information for its own purposes generally becomes an independent controller. Its own privacy notice and marketing choices then apply to its subsequent use. STAAR UK remains responsible for ensuring that the original disclosure by STAAR UK had a lawful basis.

6. Consent and choice

Where consent is required, we use an affirmative opt-in. We do not use pre-ticked boxes, bundle sponsor marketing consent into event terms, or treat attendance as consent to third-party marketing. Consent can be withdrawn at any

time for future sharing by contacting laura@staarconference.co.uk. Withdrawal does not make earlier lawful processing unlawful.

If personal data has already been disclosed to an independent sponsor or exhibitor, you should also use that organisation's unsubscribe or privacy contact to stop its own marketing. Where the law requires us to pass on a rights request or withdrawal, we will do so.

7. International sponsors and exhibitors

If a proposed disclosure would involve STAAR UK making a restricted transfer of personal data outside the UK, we will not make that transfer unless an appropriate UK transfer mechanism or other lawful route applies. Details can be requested from us.

8. No sale of delegate data

STAAR UK does not sell delegate personal data and will not provide delegate lists to third parties for unrelated marketing.

9. Your rights and complaints

Your data-protection rights, including access, correction, erasure where applicable, restriction, portability where applicable, objection to direct marketing and withdrawal of consent, are described in the Privacy Policy. You may also raise a data-protection complaint with us and complain to the ICO.

10. Contact

STAAR Conference UK
Animal Rehab Conference UK Ltd
Email: laura@staarconference.co.uk

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