



Faculty of
Homeopathy

Data Protection Complaints Process and Privacy Policy

The Faculty of Homeopathy handles data protection complaints under the Data (Use and Access) Act 2025, the final provisions of which came into force on 19 June 2026. The protection of your personal data and subsequently of your privacy is of the utmost importance to The Faculty of Homeopathy. This is why we like to inform you how we use and protect your personal data as well as our data protection complaints process. The Faculty of Homeopathy strictly adheres to all UK legal requirements in order to guarantee the highest possible level of protection for your privacy.

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers such as your name and gender
- Photographs taken at Faculty events, which you may appear in
- Contact details such as your home and/or work address, telephone numbers, email address, website, and social media accounts
- Employment details. This includes your profession/job title/position and practice location
- Background information such as your academic and professional qualifications, CV, signed fitness to practise declaration, and any information required to support your application for membership of the Faculty of Homeopathy
- Any information provided by or about you regarding complaints or concerns
- Financial information such as banking details to enable us to process your membership subscription, or payment for an equivalence assessment, training, examinations, publications, webinars, and other events
- IT information that is required to access Faculty IT such as IP addresses, login information
- We will generally try not to collect any information that may be deemed sensitive personal data. Any data we do collect will only be used to enable us to tailor our service offering to you

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Membership application
- Training
- Examinations
- Equivalence assessment
- Attendance at a Faculty of Homeopathy event
- Faculty of Homeopathy – Appraisal and Revalidation Service
- Subscription to Faculty of Homeopathy publications and newsletters
- Media enquiries

However, we also receive personal information indirectly, from the following sources:

- Faculty of Homeopathy accredited training providers globally
- The 4Homeopathy collaboration in the UK
- Homeopathy UK

- Thieme Medical Publishers Inc
- HMRC – Her Majesty’s Revenue and Customs
- Xero – small business solutions
- EFM Ltd – Financial Controllers
- Hotels and conference venues
- White Fuse Membership Management Software

Social networks

We have an online presence within social networks and platforms to communicate with our followers. When you access the respective networks and platforms, the terms of service and data processing of the respective providers apply. We currently have a social media presence on the following platforms:

- Facebook
- Instagram
- LinkedIn
- Vimeo
- X (formerly Twitter)
- YouTube

Transfer of personal information abroad

The Faculty of Homeopathy may need to transfer personal data to countries other than the one in which the information was originally collected. When we export your personal data to a different country we will take all reasonable steps to ensure that such data exports comply with applicable UK laws at the time.

Data retention periods

All personal data we collect will only be held for as long as we deem necessary and will be stored in accordance with the applicable UK laws at the time.

The lawful basis

Under the UK General Data Protection Regulation (UK GDPR), as amended by the Data (Use and Access) Act 2025, the lawful bases we rely on for processing this information are:

- (a) Consent: the person has clearly given consent for us to use their information for a specific purpose
- (b) Contract: the processing is necessary for a contract we have with you, or because you have asked us to take specific steps before entering into a contract
- (c) Legal obligation: the processing is necessary for us to comply with UK law
- (d) Vital interests: the processing is necessary to protect someone’s life
- (e) Public task: the processing is necessary for us to perform a task in the public interest or for our official functions and the task or function has a clear basis in law
- (ea) Recognised legitimate interest: the processing is necessary for one of the pre-approved purposes set out in Annex 1 of the UK GDPR. No balancing test is required for these categories, but all other UK GDPR principles (including purpose limitation and data minimisation) continue to apply in full. These pre-approved purposes are:
 - safeguarding “vulnerable” people;
 - responding to emergencies;
 - preventing or investigating crime;
 - national security, public security and defence; and
 - sharing personal information with an organisation that needs it for their public task or function at their request.

(f) Legitimate interests: the processing is necessary for our legitimate interests or the legitimate interests of a third party, unless there is a good reason to protect your information which overrides those legitimate interests

You are able to remove your consent at any time. You can do this by contacting the Faculty of Homeopathy Data Protection Officer or the Faculty of Homeopathy Membership Team – membership@facultyofhomeopathy.org.

Your rights

Under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, as amended by the Data (Use and Access) Act 2025, you have the following rights in relation to your personal data.

- You have a right to ask us for copies of your personal information
- You have a right to ask us to rectify any information we hold that you know to be false or inaccurate
- You also have a right to ask us to complete any information you think is incomplete
- You have a right to ask us to delete your data if – we no longer need to store your personal data, you have withdrawn your consent, you object to our use of your data and your interests outweigh ours, we have failed to comply with data protection rules, or we have a legal obligation to delete your data
- You have the right to ask us to restrict how we use your data
- You have the right to make a subject access request (DSAR) to obtain a copy of the personal data we hold about you. We will respond within one month of receiving your request (or, if we need to verify your identity or clarify the scope of your request, within one month of receiving that information). Where your request is particularly complex or numerous, we may extend the response period by a further two months, and will notify you of this before the first month expires
- You have the right to make a data protection complaint directly to the Faculty of Homeopathy under section 164A of the Data Protection Act 2018 (as inserted by the Data (Use and Access) Act 2025). Details of how to submit a complaint are set out in the Data Protection Complaints section below. You also retain the right to complain directly to the Information Commissioner's Office (ICO) at any time: ico.org.uk/make-a-complaint

Data Protection Complaints

The Faculty of Homeopathy operates a formal data protection complaints procedure in accordance with section 164A of the Data Protection Act 2018, as inserted by section 103 of the Data (Use and Access) Act 2025, the final provisions of which came into force on 19 June 2026. This procedure applies to any complaint you wish to make about the way in which the Faculty processes your personal data, including concerns about subject access requests, data retention, transparency obligations, or any other matter arising under the UK GDPR.

How to submit a data protection complaint

Data protection complaints must be submitted in writing and addressed to the Faculty's Data Protection Officer. The Faculty provides the following accessible channel for submitting data protection complaints: by email to ysharma@facultyofhomeopathy.org. Complaints may also be submitted in writing by post to: Data Protection Officer, Faculty of Homeopathy, Hamilton House, Mabledon Place, London WC1H 9BB. Please include your name, contact details, and a clear description of your concern and the data processing to which it relates. You do not need to use formal data protection terminology for your complaint to be recognised and acted upon.

How the Faculty will handle your complaint

- The Faculty will acknowledge your data protection complaint within 30 days of receipt

- The Faculty will take appropriate steps to investigate your complaint without undue delay, including making enquiries into its subject matter
- The Faculty will keep you informed of the progress and outcome of the investigation without undue delay
- The Faculty will maintain appropriate records of data protection complaints and their resolution
- The Faculty commits to taking appropriate steps to resolve the complaint. Where the complaint engages the Faculty's Complaints and Concerns Review Group, that Group will act on the powers conferred on it by The Faculty of Homeopathy Act, Byelaw 56(6)
- If you remain dissatisfied following the Faculty's response, you retain the right to escalate your complaint to the Information Commissioner's Office (ICO) at any time: ico.org.uk/make-a-complaint

Complaints about professional conduct

Complaints regarding patient care or the professional conduct of a Faculty member or member of staff are handled separately from data protection complaints. Anyone wishing to raise such a complaint should contact Kerry Condie, Executive Assistant, in the first instance:

kcondie@facultyofhomeopathy.org. A copy of the relevant Faculty of Homeopathy Complaints Procedure can also be obtained from Kerry Condie.

Updates to the Faculty of Homeopathy data policy

We will update this policy whenever there is a change of UK legislation or to reflect any necessary changes in our privacy practices.

Name and contact details for the person responsible for data processing

Our Data Protection Officer is Dr Yubraj Sharma. If you have any queries regarding the Faculty's data privacy and data protection policies please contact:

Name and Role: Dr Yubraj Sharma, The Dean

Address: The Faculty of Homeopathy, Hamilton House, Mabledon Place, London, WC1H 9BB

Telephone: +44 (0) 20 3640 5903

Email: ysharma@facultyofhomeopathy.org

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