

Institute of Regulation Privacy Policy

For the purposes of UK General Data Protection Regulation (UK GDPR), the Institute of Regulation is the 'controller' of your personal data. The Institute of Regulation is also referred to as 'we', 'our' and 'us'.

1. Our contact details

Name: Institute of Regulation

Company number: 13628098

Address: JW Hinks LLP, 19 Highfield Road, Edgbaston, Birmingham, United Kingdom, B15 3BH

Phone Number: 0131 220 3249

E-mail: info@ioregulation.org

Web: ioregulation.org

2. The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (including name, date of birth, email address, postal address, telephone number, job role and dietary requirements).
- Website user statistics including location data and online identifiers (e.g. IP addresses and cookie identifiers).
- Customer financial information.
- Event attendance information.

2.1. Website cookie and privacy information

IoR's website is hosted on Squarespace. For more information about the use of cookies, including cookies we use on ioregulation.org visit Squarespace's [Cookie Policy](#) and [Privacy Policy](#).

3. 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:

- To administer your membership.
- To communicate with you about IoR.
- To provide you with information about our events and activities.
- To process your payments.
- To improve our website and online services.

- To carry out research and analysis.

We also receive personal information indirectly, from the following sources in the following scenarios:

- From your centre, training provider or employer when they register to receive products and/or services from us.

4. How do we use your personal data

We use the information that you have given us in order to:

- to provide goods and services where it has been requested;
- to inform customers of other goods and services we provide or offers that may interest them;
- to send notification on subjects to individuals who have asked to be kept informed (i.e. subscribers);
- to invite people to participate in research and surveys in fields and disciplines they are interested in;
- to recognise when people re-engage with the organisation;
- to enhance the security measures in place that protect data the organisation is responsible for;
- providing you with newsletters, surveys, information about our awards and events, offers, and promotions, related to products and services offered by a member which may be of interest to you;
- communicating with you in relation to any issues, complaints, or disputes;
- improving the quality of experience when you interact with our products and/or services, including testing the performance and customer experience of our website;
- performing analytics on sales/marketing data, determining the effectiveness of promotional campaigns;
- provide you with a certificate, credential or other record of learning; and
- fulfil a contract, or take steps linked to a contract.

5. Who we share your personal data with

We may share this information with:

- legal and other professional advisers, consultants, and professional experts;
- service providers contracted to us in connection with provision of the products and services such as providers of IT services, distributors of journals and customer relationship management services; analytics and search engine providers that assist us in the improvement and optimisation of our website; and venues in connection with in person events.

6. Using your personal data

Under the UK GDPR, the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting info@ioregulation.org.

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a legitimate interest

7. How we store your personal information

Your information is securely stored. We take reasonable steps to protect your personal data from loss or destruction. We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so. Where you have a username or password (or other identification information) which enables you to access certain services or parts of our website, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

We keep membership information for as long as you are a member or until consent is withdrawn. You may unsubscribe from receiving emails by clicking the unsubscribe link in our emails and review the contact information we hold for you in your account profile by emailing info@ioregualtion.org. We will then dispose your information by removing you from the membership database and online CRM.

Where there is a contract between us, we will retain your personal data for the duration of the contract, and for a period of six years following its termination or expiry, to ensure we are able to comply with any contractual, legal, audit and other regulatory requirements, or any orders from competent courts or authorities.

Where possible IoR data collection is paperless, and any physical records will be destroyed if not required.

8. Your data protection rights

Under data protection law, you have rights including:

Your right of access – You have the right to ask us for copies of your personal information.

Your right to withdraw consent – Where you have given us consent to use your personal data, you have the right to withdraw that consent at any time. You have the right to ask us to stop using your personal data for direct marketing purposes.

Your right to rectification – You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure – You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing – You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing – You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability – You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

Your right to unsubscribe from marketing – You have the right to unsubscribe from marketing communications at any time by using the ‘unsubscribe’ functionality on the footer of any marketing communications sent to you, or by updating your details in your account profile. This does not include communication that we may send to you as part of your contract with us.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@ioregulation.org or 0131 200 3249 if you wish to make a request.

9. How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at info@ioregulation.org.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113
ICO website: <https://www.ico.org.uk>