

# Institute of Management Services Privacy Policy

## *The Institute of Management Services is committed to protecting your privacy*

Your privacy is hugely important to us and we want you to be confident that the information you give us when becoming a member of the Institute or using our website is safe and secure. In this Privacy Policy we'll explain how we use it to give you a better, more personalised Institute experience.

We'll also tell you how and why we collect your personal info, your rights and choices when it comes to these details, as well as the steps we take to keep it secure and confidential.

This privacy policy explains how we use any personal information we collect about you when you become a member of the Institute, use our website or contact us by other methods, including email, post and telephone. When providing personal data in any of these ways you are accepting and consenting to the practices described in this policy.

For the purpose of the GDPR Data Protection Act the data controller will be Institute Council of Management.

We collect information about you when you contact us for information, apply for membership, enrol for courses or place an order for any goods or services which we may provide. We may also collect information when you voluntarily provide feedback, participate in surveys, subscribe to newsletters and the journal on the website or respond to emails.

We may collect information about your computer, including where available your IP address, operating system and browser type for system administration. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

### **How information about you will be used:**

We will only collect and use your personal information in accordance with data protection laws. Our grounds for processing your personal information are as follows:

- **Consent** – Where necessary we will only collect and process your personal information if you have consented for us to do so. For example, when you join the Institute or request information via the Institute website, telephone or email.
- **Legitimate Interests** – We may use and process your personal information where we have sensible and legitimate business grounds for doing so. Under European privacy laws there is a concept of "*legitimate interests*" as a justification for processing your personal information. Our legitimate interests for processing your personal information are:
  - To communicate with you as a member of the Institute.
  - You have requested information on the Institute and its services.

From May 2018, you will have a right to object to our use of your personal information for these legitimate interests.

Personal information that you supply to us may be used in a number of ways, for example:

- To provide information about our services and activities;
- To process applications for membership, study programmes, events, journal and newsletter distribution;
- To provide ongoing support to members and their employer;

We aim to maintain all personal records accurately and securely to a reasonable standard.

We shall under no circumstances sell or provide information about our members or non-members to a third party for any purposes without express permission of the individual, except in the case of authorised agents of the Institute.

Personal details may be provided to other organisations with whom the Institute is organising joint ventures, so long as they are used solely for the purpose of that venture.

Information relating to an individual's standing with the Institute may be provided to a company listed on our database as the person's employer or is the member's prospective employer, unless the member or non-member has specifically requested that the information should not be divulged.

We also reserve the right to disclose any of the information you provide to us where required to do so by law, or to comply with a regulatory obligation, or to assist in any investigation into alleged illegal or criminal conduct.

We shall not send out information directly to members on behalf of other companies, but will endeavour to keep members and non-members informed on matters pertinent to the Institute and the areas of productivity.

### **Your information rights and responsibilities**

- a. You have certain rights under data protection legislation, including a right to request a copy of the personal information we hold on you, if you request it in writing to IMS Brooke House 24 Dam Street Lichfield WS13 6AA..
- b. **Right to correct:** the right to have your personal information rectified if it is inaccurate or incomplete;
- c. **To erase:** the right to request that we delete or remove your personal information from our systems;
- d. **Right to restrict our use of your information:** the right to 'block' us from using your personal information or limit the way in which we can use it;
- e. **Right to data portability:** the right to request that we move, copy or transfer your personal information;
- f. **Right to object:** the right to object to our use of your personal information including where we use it for our legitimate interests. If you raise an objection we will stop processing your personal information unless very exceptional circumstances apply, in which case we will let you know why we're continuing to process your personal information.

We will use reasonable efforts consistent with our legal duty to provide you with your rights in accordance with data protection legislation.

To make enquiries, exercise any of your rights set out in this Privacy Policy and/or make a complaint please contact [admin@ims-productivity.com](mailto:admin@ims-productivity.com) or write to the Data Officer at *Institute of Management Services Brooke House 24 Dam Street Lichfield WS13 6AA*

If you're not satisfied with the way any complaint you make in relation to your personal information is handled by us then you may be able to refer your complaint to the relevant data protection regulator. In the UK, this is the Information Commissioner's Office.

### **Access to your information and correction:**

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, you should make a formal request by writing to us at *Institute of Management Services Brooke House 24 Dam Street Lichfield WS13 6AA*

We want to make sure your personal information is accurate and up to date. You may ask us to correct or remove information that you think is inaccurate.

### **Cookies**

Our Website does use cookies which are only required for the site to work, are anonymous and only exist in the web browsers memory so are destroyed when a user closes their browser.

The information derived from our use of cookies will be aggregated to provide statistical information about the usage of our Site. However, we do not use any information derived from cookies, nor any IP addresses we collect, to identify any individual user of our Site.

Information is collected for analytical purposes in order to evaluate which sections and pages of the website are visited but this information is collected anonymously – we don't know which people have done what.

**Keeping your personal information Secure**

Keeping information about you secure is very important to us so we store and process your personal information in accordance with the high standards required under data protection legislation.

**How long will we retain your personal information.**

As the bulk of the personal information we hold will be in relation to membership of the Institute we will hold that information for an indefinite period.

In relation to information provided by non-Institute members we will hold that information for as long as needed to satisfy the individuals requested Institute services, or until you request us to delete it.

**How to contact us**

Our Data Officer is the Institutes Company Secretary.

If you have any queries relating to our use of your personal information or any other related data protection questions, please contact us at [admin@ims-productivity.com](mailto:admin@ims-productivity.com) or write to us at *Institute of Management Services Brooke House 24 Dam Street Lichfield WS13 6AA*

***Effective as of 17 April 2018***