Privacy Policy

Introduction

The Institute of Regulation is committed to data security and the fair and transparent processing of personal data. This privacy policy (Policy) sets out how we treat your personal data. Please read this Policy carefully as it contains important information on who we are, how and why we collect, store, use and share your personal data, your rights in relation to your personal data and how to contact us.

Who is The Institute of Regulation?

For the purposes of the General Data Protection Regulation (Regulation (EU) 2016/679) (GDPR), The Institute of Regulation is the ‘controller’ of your personal data. The Institute of Regulation is a UK company limited by guarantee (601049). Our registered address is JW Hinks LLP 19 Highfield Road, Edgbaston, Birmingham, United Kingdom, B15 3BH.

The Institute of Regulation is a professional membership body that connects like-minded people with the shared purpose of inspiring great regulation everywhere. If you have any queries about this Policy, the way in which we process personal data, or about exercising any of your rights, you may contact us by sending an email to info@ioregulation.org or writing to us at The Institute of Regulation, JW Hinks LLP 19 Highfield Road, Edgbaston, Birmingham, United Kingdom, B15 3BH.

What personal data do we collect?

We may collect and process the following personal data:

Information you provide to us if you:

- create an account with us;
- enter into a contract with us to receive products and/or services,
- complete a form on our Website;
- complete a survey;
- correspond with us by phone, e-mail, or in writing;
- report a problem;
- sign up to receive our communications;

We may collect your name, gender, date of birth, e-mail address, postal address, telephone number, job role, what products/services are ordered, and, where applicable your learner registration number and dietary or access requirement. As part of any payments you make to us when contracting with us we may collect credit/debit card information or bank account information where you are paying by Direct Debit or bank transfer. We may also collect any content you put into messages to the Institute of Regulation.
Where do we obtain personal data from?

We will collect personal data directly from you in various ways. This could include when you complete an online form, or if you provide the data directly to a representative of the Institute.

We also gather personal data by the following methods:

- From third-party organisations provided for a specific purpose; to deliver a product or service that has been requested.
- From platforms that make use of device settings that allow geographical location tracking, such as IP Address mapping, WiFi, GPS signals and cell tower positioning.
- If you are a learner, we may also receive information about you from your centre, training provider or employer when they register to receive products and/or services from us.

Information we collect about you:

If you visit our Website, we may automatically collect the following information:

- technical information, including the internet protocol (IP) address used to connect your computer to the Internet, login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
- information about your visit to our Website such as the products and/or services you searched for and view, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page.
- Information about your interactions with our online learning tools, including certification bookings and assessments.

Information we receive from other sources

If you are a learner, we may also receive information about you from your centre, training provider or employer when they register to receive products and/or services from us.

How do we use your personal data?

When we ask you to supply us with personal data we will make it clear whether the personal data we are asking for must be supplied so that we can provide the products and services to you, or whether the supply of any personal data we ask for is optional.
**Contract performance:** we may use your personal data to fulfil a contract, or take steps linked to a contract:

- to provide the products and/or services to you;
- to communicate with you in relation to the provision of the contracted products and services;
- to provide you with administrative support such as account creation, security, and responding to issues;
- provide you with industry information, surveys, information about our awards and events, news and promotions related to new and existing products and services;
- provide you with a certificate, credential or other record of learning;

**Legitimate interests:** where this is necessary for purposes which are in our, or third parties, legitimate interests. These interests are:

- 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; and,
- provide you with a certificate, credential or other record of learning.

You have the right to object to the processing of your personal data on the basis of legitimate interests as set out below, under the heading Your rights.
**Consent:** By agreeing to our Terms & Conditions you give consent to us using your personal data to:

- send you newsletters, surveys, information about our awards and events, news and promotions related to new and existing products and services offered by the Institute of Regulation.

- Develop, improve, and deliver marketing and advertising for products and services offered by The Institute of Regulation.

- You may withdraw your consent for us to process your personal data for these purposes at any time; after a withdrawal of consent request is received, we may have to contact you to verify the request.

- Withdrawing your consent for us to process your personal data will not affect the lawfulness of the processing beforehand.

**Where required by law:** We may also process your personal data if required by law, including responding to requests by government or law enforcement authorities, or for the prevention of crime or fraud.

**Who do we share your personal data with?**

We take all reasonable steps to ensure that we protect your personal data and are aware of their information security obligations. We limit access to your personal data to those who have a genuine business need to know it.

We may also share your personal data with trusted third parties including:

- 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; and analytics and search engine providers that assist us in the improvement and optimisation of our Website.

We will ensure there is a contract in place with the categories of recipients listed above which include obligations in relation to the confidentiality, security, and lawful processing of any personal data shared with them.

Where a third-party recipient is located outside the European Economic Area, we will ensure that the transfer of personal data will be protected by appropriate safeguards, namely the use of standard data protection clauses adopted or approved by the European Commission where the data protection authority does not believe that the third country has adequate data protection laws.

We will share personal data with law enforcement or other authorities if required by applicable law.
How long will we keep your personal data?

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. 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.

Where do we store your personal data and how is it protected?

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. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your personal data transmitted to our Website; any transmission is at your own risk. Once we have received your personal data, we will use strict procedures and security features to try to prevent unauthorised access.

Your rights

Under the GDPR, you have various rights with respect to our use of your personal data:

- **Right to Access**
  
  You have the right to request a copy of the personal data that we hold about you by contacting us at the email or postal address given below. Please include with your request information that will enable us to verify your identity. We will respond within one month of the date you make the request. Please note that there are exceptions to this right. We may be unable to make all information available to you if, for example, making the information available to you would reveal personal data about another person, if we are legally prevented from disclosing such information. Or if your request is manifestly unfounded or excessive.

- **Right to rectification**
  
  We aim to keep your personal data accurate and complete. We encourage you to contact us using the contact details provided below to let us know if any of your personal data is not accurate or changes, so that we can keep your personal data up-to-date.
• **Right to erasure**

You have the right to request the deletion of your personal data where, for example, the personal data are no longer necessary for the purposes for which they were collected, where you withdraw your consent to processing, where there is no overriding legitimate interest for us to continue to process your personal data, or your personal data has been unlawfully processed. If you would like to request that your personal data is erased, please contact us using the contact details provided below.

• **Right to object**

In certain circumstances, you have the right to object to the processing of your personal data where, for example, your personal data is being processed on the basis of legitimate interests and there is no overriding legitimate interest for us to continue to process your personal data, or if your data is being processed for direct marketing purposes. If you would like to object to the pressing of your personal data, please contact us using the contact details provided below.

• **Right to restrict processing**

In certain circumstances, you have the right to request that we restrict the further processing of your personal data. This right arises where, for example, you have contested the accuracy of the personal data we hold about you and we are verifying the information, you have objected to processing based on legitimate interests and we are considering whether there are any overriding legitimate interests, or the processing is unlawful and you elect that processing is restricted rather than deleted. Please contact us using the contact details provided below.

• **Right to data portability**

In certain circumstances, you have the right to request that some of your personal data is provided to you, or to another data controller, in a commonly used, machine-readable format. This right arises where you have provided your personal data to us, the processing is based on consent or the performance of a contract, and processing is carried out by automated means. If you would like to request that your personal data is ported to you, please contact us using the contact details provided below.

Please note that the GDPR sets out exceptions to these rights. If we are unable to comply with your request due to an exception we will explain this to you in our response.

• **Unsubscribing**

You may 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. For example, where we send you information about products & services that are delivered as part of your membership contract with us.
Cookies Policy

Our Website uses cookies to improve the quality of the website.

- **What is a Cookie**
  
  A cookie is a small data file that is downloaded from a website to the device used to access the website. Cookies help websites remember how you use them but they generally do not contain any personal information and generally cannot be used to identify who you are.

- **How the Institute of Regulation uses cookies**
  
  Cookies help us to improve your experience of our Website. For example, they allow us to:
  
  - Remember who you are which can assist with filling out forms.
  - Monitor how the our Website is being used so that we can keep improving them.

  The Institute of Regulation does not use cookies to collect personally identifiable information about you, except any information you may submit when subscribing to receive any information from the Institute of Regulation, for example:

  - **Membership Registration:**
    
    - What products/services are ordered and when
    - Name, e-mail address, and phone number provided
    - Billing address entered
    - A note about the payment method used
    - Any additional information input into the membership sign-up form such as organisation name and location and areas of interest

  - **Contact Form:**
    
    - Name, email address and subject provided
    - Message Content

  - **Type of cookies:** Our Website has WordPress CRM. WordPress uses or sets two types of cookies:
    
    - **User Cookies - Tracks session**
      
      These cookies store authentication data and are limited to the ‘admin’ screen and administrators making updates to the site. Once logged in, a cookie is set. By default, these cookies are saved for 15 days. All the personal information is stored as hashed or encrypted data

    - **Comment Cookies - Remembers any commenter details.**
      
      These cookies are set when a visitor comments on a post. These cookies are helpful in that a visitor does not have to type in their information each time they want to leave a comment. Commenter cookies expire just under a year after they are set.
**3rd Party Plugin Cookies:** In addition to the two core WordPress cookies above, plugins and other third parties can set cookies, often these can be needed to remember toggle settings, search history, analytics tracking, advertising or eCommerce functionality.

There are cookies which allow the Institute of Regulation to administer our Website and make changes to the content. These cookies check if you are logged in or not so that the site can display information to you.

- **Necessary**

  Necessary cookies cannot be disabled by the user as they are essential for our Website to function properly. These cookies ensure the basic functionality of our Website, anonymously. Our Website uses necessary cookies for login, registration and caching, plus those below relating to Cookie consent.

  - cookielawinfo-checkbox-analytics | Duration 11 months | This cookie is set by GDPR Cookie Consent plugin. The cookie is used to store the user consent for the cookies in the category "Analytics".
  - cookielawinfo-checkbox-functional | Duration 11 months | The cookie is set by GDPR cookie consent to record the user consent for the cookies in the category "Functional".
  - cookielawinfo-checkbox-necessary | Duration 11 months | This cookie is set by GDPR Cookie Consent plugin. The cookies is used to store the user consent for the cookies in the category "Necessary".
  - cookielawinfo-checkbox-others | Duration 11 months | This cookie is set by GDPR Cookie Consent plugin. The cookie is used to store the user consent for the cookies in the category "Other".
  - cookielawinfo-checkbox-performance | Duration 11 months | This cookie is set by GDPR Cookie Consent plugin. The cookie is used to store the user consent for the cookies in the category "Performance".
  - viewed_cookie_policy | Duration 11 months | The cookie is set by the GDPR Cookie Consent plugin and is used to store, whether or not, the visitor has consented to the use of cookies. It does not store any personal data.
There are other cookies which can be disabled by the user:

- **Functional**
  Functional cookies help to perform certain functionalities like sharing the content of our Website on social media platforms, collecting feedback, and other third-party features. This site uses functional cookies for login and registration and cookie consent.

- **Performance**
  Analytical cookies are used to understand how visitors interact with our Website. These cookies help provide information on metrics the number of visitors, bounce rate, traffic source, etc. This site uses Google Analytics and this type of cookie for Cookie Consent.

- **Advertisement**
  Advertisement cookies are used to provide visitors with relevant ads and marketing campaigns. These cookies track visitors across websites and collect information to provide customised ads. Our Website does not currently use this type of cookie.

- **Others**
  Other uncategorised cookies are those that are being analysed and have not been classified into a category as yet. This site uses this type of cookie for consent tick boxes.

- **Disabling Cookies**
  If you wish to restrict or block cookies used by the Institute of Regulation, you can amend your browser settings. If you opt out of cookies it may restrict the functionality of our Website for you.

  You can view your cookie code by clicking on the cookie to open it. Once you have opened the cookie you will see a string of text and numbers. The numbers are your identification card which can only be seen by you and the server that gave you the cookie.

- **Google Analytics**
  Our Website uses Google Analytics, a web analytics service provided by Google. Google Analytics uses cookies to help website operators analyse how websites are used. The information provided by the cookie (which includes your IP address) will be transmitted to and stored by Google on servers which may be outside of the UK and the European Union.

  Google uses the information provided by the cookie to evaluate your use of our Website, compiling reports on the activities and providing other services relating to the activities of the website and internet usage. Google may also transfer this information to third parties, where it is required to do so by law, or to a third party, where the third-party processes information on behalf of Google.

  Further information on Google Analytics can be found here.
• **Sharing Tools**

Sharing tools allows you to share content from our Website through social networking sites such as Facebook and Twitter.

When you click on a sharing button, the social network site may place a cookie on your computer. This is a third-party cookie set by the site. If you have questions about the use of third-party cookies, you should check the social network’s own cookie policy.

**Contact**

If you have any queries about this Policy, the way in which we process personal data, or about exercising any of your rights, you may contact us by sending an email to info@ioregulation.org.

**Complaints**

If you believe that your data protection rights may have been breached, and we have been unable to resolve your concern, you may lodge a complaint to the applicable supervisory authority or seek a remedy through the courts. Please visit https://ico.org.uk/concerns/ for more information on how to report a concern to the UK Information Commissioner’s Office.

**Changes to our Policy**

Any changes we may make to our Policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our Policy.