



## **Institute of Science and Technology (IST) Data Protection & Privacy Policy**

The Institute of Science and Technology (IST) is committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand how we will use your personal data. Personal data is any information that relates to you from which you can be identified by us.

### **Information we may collect from you**

We may collect and process the following personal data about you:

- Information that you provide by filling in forms on our websites and information provided by you at the time of registering as a member, seeking 3<sup>rd</sup> party professional registration, sitting examinations, purchasing any products or services, registering for an event such as our annual conference or if you request further information about us or anything we do. We may also ask you for information for other purposes, for example when you report a problem.
- If you support the Institute financially, the Institute may collect the following information about you: your name, your contact details, your bank account details (the IST does not have access to or retain credit/debit card details) and a record of your interactions with the Institute, such as correspondence about your payment(s).
- If you contact us, we may keep a record of that correspondence.
- We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.
- Details of purchases or other transactions you carry out through our website and of the fulfilment of your requests.
- Any other personal data you choose to provide to us from time to time or that you post on our websites.
- Personal data in the form of nomination forms relating to nominees and nominators. This data will be used for the purpose of selection for awards, by the relevant award committee, and will be retained for the duration of consideration (and beyond for archive/audit purposes), as specified for the award.

### **Attending our events**

Photography may be taken at our events. By attending you consent to your images being used for future communications both on and off line by the Institute to promote our work.



Filming may take place at some of our events. By attending you consent to be included in the filming which may be used digitally by the Institute to promote our work.

### **Where we store your personal data**

The personal data that we collect from you may be transferred to, and stored on private server space, which has no agreed 3<sup>rd</sup> party access to it. It is managed by the Institute's Data Protection Officer. The IST membership, registration/examinations database and Institute website are all housed on the server. Documentation supporting memberships, registrations, Continuing Professional Development, event bookings and delivery of our services is stored on a 3<sup>rd</sup> party secure storage platform.

The Data Protection Officer carries out periodic backups of databases, these backups being held on a 3<sup>rd</sup> party secure storage platform. The Institute does not hold any hardcopy application/registration documents, all documents received in hardcopy being scanned and then shredded, with a digital copy being stored on the IST server and the designated storage platform as appropriate. The Institute does, however, retain hardcopy registers of memberships and examinations for archive purposes.

When circumstances and administrative requirements make it necessary, copies of digital records may be downloaded to local devices to enable processing and data interrogation. Access to server-based digital copies of data may be shared with authorised IST personnel for the purposes of assessment/validation. Once the assessment/validation process is complete documentation is removed from the shared space. Assessment personnel having temporary access to data/documentation are not permitted to retain/store private copies of any of the data/documentation that they have access to during the assessment/validation process.

The Institute's email communications are directed and housed on Google business servers and all message threads and any associated file attachments are received/delivered through secure Socket Layer (SSL) connections and are managed under the Google's Data Protection Policy.

### **How long is your data retained?**

If your personal information has been received in connection with a membership or examination application but membership or examination setup has not been completed within a 12 month period, we will delete all your application documentation at the end of that period.

If your personal information has been received in connection with a professional registration application, but professional registration has not been completed with a 2 year period, we will delete all your application documentation at the end of that period.

All your personal information associated with completed membership, professional registration, examinations applications, Continuing Professional Development documentation and use of our professional support services will be retained during the provision of our services and may be held beyond that period.



Where we retain your personal information beyond the provision of services, your data is archived and not freely accessible within the usual administrative processes. Archived personal information is not used for active marketing/promotional activities.

Your data may be held in archive for historical, statistical or research purposes. It may also be used to provide verification of historical membership, registration or examination outcomes on request. In this respect we need to retain enough detail to allow us to ensure accurate identification. No historical information will be disclosed to any third party without your express permission to do so.

You may request removal of your personal information from our archive at any time, via email, but we will need you to provide sufficient detail to allow us to confirm your identity.

### **Security**

All personal information that you provide to us is stored on our secure servers, which can only be accessed via a Secure Socket Layer (SSL) connection by authorised personnel. All the Institute's membership, registration, events and services online transactions are directed through external licenced 3<sup>rd</sup> party payment gateways, Secure Hosting and PayPal Business. Secure Hosting is a wholly owned subsidiary of Monek Ltd, which is PCI:DSS compliant. PayPal is also PCI:DSS compliant. No credit/debit card details are captured within any of the Institute's transaction forms and transaction processing is validated as Trustwave approved.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password secure/confidential. Passwords should not be shared.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do what can reasonably be expected to protect personal data, we cannot guarantee the security of data transmitted through our websites and any such transmission is at your-own risk. Upon receipt of personal data/information we will use appropriate procedures and standard security features to protect your personal data against unauthorised or unlawful access or accidental loss, destruction or damage.

### **Uses made of the information**

We use personal data held about you in the following ways:

- To provide you with information, products or services that you request (for example, our newsletters) or which we feel may interest you. This may be by post, email or other electronic means where you have expressly consented to be contacted for such purposes, or if you have purchased goods or services from us previously, we may contact you with information about similar goods or services.
- To carry out our obligations arising from any contracts entered into between you and us.
- To ensure that content from our website is presented in the most effective manner.
- To allow you to participate in interactive features of our service, when required.
- To notify you about changes to any service we have been contracted to provide.
- To detect and reduce fraud and credit risk, as well as to protect the reputation of the Institute.



- For any statutory reporting requirements.
- If you support the Institute financially, from time to time we may analyse your information to assess whether the Institute could interact with you in a more effective way. We may use publicly available information including social media (where your settings allow it) to understand you further and to ensure that our requests for support are relevant and appropriate to you. The information from these sources may be combined with information that you provide to us directly.

### **Disclosure of your information**

The Institute will not knowingly pass on information/data to third parties other than in the following circumstances

- If the Institute is under a duty to disclose or share personal data in order to comply with any legal obligation, or in order to establish, defend, protect or enforce it's legal rights, and those of it's members and users of its services. This includes exchanging information with other organisations for the purposes of fraud protection and credit risk reduction or the police or regulatory authorities.
- If it is required to share data with partners, contractors, suppliers or agents who collaborate in the development and provision of services that you have requested (for example reporting of registrations to the Science Council, who are responsible for maintain the professional technical registers.  
We do not sell or rent your personal data to third parties and shall only permit selected third party organisations and individuals associated with the Institute's professional support services to use data held by us, after your consent has been given.

### **Your rights**

Under the Data Protection Act, you have certain rights such as the right to ask us to stop using your personal data to send you marketing or fundraising materials. You can exercise your right to prevent such processing by checking the relevant boxes on the forms we use to collect your data. You can also exercise the right to withdraw your consent at any time by contacting us by mail or e-mail to the contact addresses below.

Our website may, from time to time, contain links to other, third party websites. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies or how your data is used by these third parties. Please check the relevant policies before you submit any personal data to these websites.

### **Access to information**

The Data Protection Act gives you certain rights to be told about the personal data we hold about you. If you wish to make such a request, please contact us (at the address below). Please note that before we can respond to your request, we may ask for a fee of £10 to meet our administration costs and may also ask you for further information to verify your identity.



### **Changes to our Data Protection/Privacy Policy**

Any changes we may make to our Data Protection/Privacy Policy in the future will be posted on this page and you should check this page regularly to make sure that you have seen the latest version.

### **Data Protection Officer**

Joan Ward MBA FIScT

### **Contact**

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to the Institute Office

E-mail to: [office@istonline.org.uk](mailto:office@istonline.org.uk)