

## Privacy Policy

This Policy explains when and why we collect personal information about people who participate in our training courses, accreditation programme and/or visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We will process the personal information you provide for our legitimate training and accreditation courses interests and to enhance the experiences of our participants. This includes contacting you about relevant news, events and opportunities.

### In brief:

- **We respect your personal data and store it securely.**
- **We will never sell your personal data.**
- **We will remove your data if you ask us to.**
- **We may send you content we think is relevant or interesting to you but you can unsubscribe or change your contact preferences at any time.**
- **We may use your data to contact you about information you request or to allow you to access our services.**

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By participating in our courses and programmes and by using our website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to [info@partnershipbrokers.org](mailto:info@partnershipbrokers.org).

### Who are we?

The Partnership Brokers Association (PBA) was established in 2012 as the world's first professional body for those managing and developing multi-stakeholder collaboration processes. It is a non-profit, social business registered in the UK with a focus on vocational training. PBA is a Company Limited by Guarantee (Company No. 7814169). Our registered address is Acre House, 11/15 William Road London, NW1 3ER, United Kingdom.

Our postal is Trigonos, Plas Baladeulyn, Nantlle, Caernarfon, Gwynedd, LL54 6BW, Wales, United Kingdom.

### How do we collect information from you?

We obtain information about you when you participate in our training courses and programmes, use our website, for example, when you contact us about products and services, to make a donation, or if you register to receive our newsletters.

### What type of information is collected from you?

The personal information we collect might include your name, address, email address, IP address, and information regarding what training courses or other information you are interested in and why and which web pages are accessed and when.

### **How is your information used?**

We may use your information to:

- process information that you have submitted;
- carry out our obligations arising from any contracts entered into by you and us;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest to you.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

### **Who has access to your information?**

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

### **How long do we keep your information?**

We will keep your information for as long as you have a relationship with us. After it ends we will keep it where we may need it for our legitimate purposes e.g. to help us respond to queries or complaints, or for other reasons e.g. responding to requests from regulators.

### **Third Party Service Providers working on our behalf**

We may pass your information to our third party service providers (our Associates) for the purposes of completing tasks and providing services to you on our behalf. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have put safeguards in place to ensure your data is well protected and not to be used for any purpose out with the relationship we have with our third parties.

Please be reassured that we will not release your information to third parties beyond PBA for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

### **Your choices**

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct communications from us about the work we do and our exciting services and initiatives, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information. You can change your preferences at any time by contacting us by email: [info@partnershipbrokers.org](mailto:info@partnershipbrokers.org).

### **How can you access and update your information?**

The accuracy of your information is important to us. If you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: [info@partnershipbrokers.org](mailto:info@partnershipbrokers.org).

You have the right to request access to your personal data, ask for a copy of the information PBA hold about you or request to erase your personal data. When you give us personal information, we take steps to ensure that it's treated securely.

Where PBA processes personal data based on consent, you may withdraw your consent at any time by contacting us at [info@partnershipbrokers.org](mailto:info@partnershipbrokers.org) or clicking on the unsubscribe link in an email received from us.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

### **Use of cookies**

Like many other websites, PBA website uses cookies. Cookies are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. This helps us to improve our website and deliver a better more personalised service.

It is possible to switch off cookies by setting your browser preferences. You block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, turning cookies off may result in a loss of functionality when using our website.

### **Transferring your information outside of Europe**

As part of the services offered to you, the information which you provide to us may be transferred to countries outside the European Union (EU). By way of example, this may happen if any of our training courses are delivered from a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

### **Review of this Policy**

We keep this Policy under regular review. This Policy was last updated in May 2018.