

Privacy Policy

This Policy explains when and why we collect personal information about you when you 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.

In brief:

- **We respect the personal nature of your data and store it securely.**
- **We will never sell your personal data.**
- **We will remove your data from our systems if you ask us to.**
- **We may use your data to contact you with information you request or to allow you to access our services.**
- **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 review this Policy regularly and may change it from time to time, so please check this page occasionally to ensure that you are abreast with any changes. By participating in our courses and programmes, and by using our website, you are 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.

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.

How and why do we collect information from you?

We obtain information about you when you register for any of our courses or events, use our website, make a donation, or if you register to receive our newsletter.

We use information that you have submitted in order to:

- carry out our obligations arising from any contracts entered into with you (eg. training);
- 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.

What type of information is collected from you?

When you register for our courses or events, we collect personal information including your

name, organisation, country you are based in, your email address, and the types of information you are interested in.

When you visit our website, we collect statistical data but not linked to you personally, such as pages you visit or resources you download.

Use of cookies

Like most other websites, PBA's 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 but 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 or block cookies by setting your browser preferences. However, turning cookies off may result in a loss of functionality when using our website.

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, to inform you of new developments, or for other reasons e.g. responding to requests from regulators.

We review our retention periods for personal information on a regular basis. We will store 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?

Your information can be accessed by PBA staff responsible for collecting and storing data, and by PBA Associates, working on behalf of PBA (for the purposes of completing tasks and providing services to you on our behalf, eg. delivering the training you registered for). Associates working as third party service providers, and who may be outside the United Kingdom, are only given access to the personal information that is necessary to deliver the specific service. We have safeguards in place to ensure your data is well protected and cannot be used for any purpose outside that defined in our relationship with our third parties.

We will not release your information to any third parties beyond PBA, 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 crimes.

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

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 about our services and initiatives, then you can let us know your choices by ticking the relevant boxes on the form on which we collect your information. Communications we send have the option to

unsubscribe if you decide you do not want to receive information from us any more. You can also change your preferences at any time by contacting us by email at 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 if any of the other information we hold is inaccurate or out of date, please email us at info@partnershipbrokers.org.

You have the right to request access to your personal data, ask for a copy of the information PBA holds about you or request to erase your personal data from our system.

Security of your data

We take steps to ensure that your data is processed and stored securely.

Non-sensitive details (eg. your email address) are transmitted 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 do our best 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.

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in January 2022.