

Terms and Policies

The Institute has a few terms, conditions and policies relating to the use of our website and to the approach and conduct of the Institute, its members and those who utilise its services:

Aims

The IIM is a professional Institute committed to setting and maintaining standards in Interim management, through its accreditation process, Code of Conduct, CPD programme and public representation. The Institute's educational role is to establish a standard of recognised experience and ability in Interim management. The IIM strives to provide relevance, timeliness and consistency in all its member service-based activities. The IIM regards all members or prospective members, policy-making bodies, partner organisations and the public whom we serve as our customers.

Ownership

This Site is owned and operated by the Institute of Interim Management Ltd ("IIM"), a company limited by guarantee, registered in England and Wales (company number 04589083) on behalf of itself and its wholly owned subsidiary IOIM Limited ("IOIM") registered in England and Wales (company number 0448048). The registered office of both IIM and IOIM is Dolphins, Elmstead Road, West Byfleet, Weybridge, Surrey KT14 6JB. IIM is registered for VAT with the registration number GB 794 3782 77 . Both IIM and IOIM are registered for the purposes of the Data Protection Act 1998, with the registration numbers PZ8359944 and PZ8360040 respectively.

Site use

You will have access to most areas of the Site without having to go through any registration process. However, certain areas of the Site are only available to users who have been provided with a password. If IIM provides you with a password it is your responsibility to keep it confidential and secure, and not to divulge it to any third party.

Responsibility for content

Content is shared in good faith. IIM does not guarantee or give any warranty as to the accuracy, timeliness or completeness of any information or material on the Site. Web sites or pages to which the Site is linked are for information only and have not been reviewed by IIM. IIM has no responsibility for the content of these web sites, and accepts no responsibility or liability for any losses or penalties whatsoever that may be incurred as a result of any linking to any location on any linked web sites.

Copyright

All materials on the Site including (but not limited to) text, content, software, video, music, sound, graphics, photographs, illustrations, artwork, photographs, names, logos, trade marks, and other material ("Content") are protected by copyright, trade marks and/or other proprietary rights. The Content includes both content owned or controlled by the IIM, and content owned

or controlled by third parties and licensed to the IIM or shared on a 'fair use' basis. All individual articles, reports, and other elements making up the Site may be copyright works.

You may not use IIM's trademarks, logos or other promotional images, or trade names without IIM's consent and you acknowledge that you have no ownership rights in or to any of those names, logos or other promotional images, and marks.

Please tell the IIM if you become aware of any unauthorised use of IIM names, logos or other promotional images, and marks.

Downloads

You may download IIM materials on the basis that:

- Such downloads are for your personal use.
- You do not sell-on IIM materials.
- You do not edit or customise IIM materials without IIM permission.

Database

You may not mine the IIM's user directory, nor use the information to construct a database of any kind. Individual members' data is their own.

IIM collects and processes personal data from users of this Site in order to facilitate their use of certain services. Details of how IIM uses personal data can be found in our separate Privacy Policy.

Liability

The Site and the Content are provided on an "as is", "available basis" excluding any warranties of any kind, either express or implied, to the fullest extent permissible pursuant to applicable law including (but not limited to) the exclusion of warranties of title, merchantability, satisfactory quality, fitness for a particular purpose and non-infringement of proprietary or third party rights.

IIM accepts no responsibility or liability for functions contained on the Site and makes no warranties that the Site will operate uninterrupted or error-free or that defects will be corrected. Please note that some jurisdictions do not allow the exclusion of implied warranties, so some or all of the above exclusions may not apply to you.

System Access

IIM does not warrant that the Site is compatible with your computer equipment or that the Site or its server is free of errors or viruses, cancel bots, worms or Trojan Horses. IIM is not liable for any damage you may suffer as a result of such destructive features. IIM shall not be held responsible for Content provided by third parties and is also not responsible for the reliability or continued availability of the network and equipment you use to access the Site.

The IIM has the right to change the content or technical specifications of any aspect of the Site at any time at its sole discretion. Such changes may result in your being unable to access the Site. Your use of the Site, including the Content, is at your own risk. If you are dissatisfied with the Site, the Terms or any or the Content your sole remedy is to discontinue use of the Site. IIM has no liability for the Site or any Content.

In no event will IIM be liable for any loss, including without limitation indirect or consequential loss, or any damages arising from loss of use, data or profits (which includes, without limitation, loss of business revenue, loss of anticipated savings and wasted expenditure) whether in contact, tort or otherwise, arising out of or in connection with your use of the Site and/or any of the content.

Nothing in these Terms affects any statutory rights you, or any third party, may have as a consumer.

Customer Service Standards

The IIM and its Officers shall endeavour to exhibit customer friendly service skills and be professional and courteous in meeting the needs of our customers.

The IIM and its Officers adhere to a detailed [Privacy Policy](#).

As part of our commitment to upholding professional standards, the IIM has implemented and periodically reviews policies to ensure that its application of accreditation guidelines is consistent across all applicants.

The IIM regards academic awarding bodies (as well as other professional bodies and Institutes) as our partners in raising and maintaining education standards in the many aspects of management. We endeavour to ensure that these partners are provided with clear and comprehensive information on IIM activities in a timely and efficient manner. We welcome input from our partners to ensure that the IIM continues to meet the changing needs of the operational environment.

Wherever possible, and without compromising our professional standards, the IIM strives to reduce the burden of unnecessary paperwork.

The IIM seeks fair, just and prompt solutions to any complaints and appeals. All such issues should be directed to the Secretariat in the first instance, where they will be acknowledged and directed to the appropriate person for action. An appeal process to the Management Board is in place for any disputes regarding accreditation and Membership awards.

Information about our organisation and its work is available from the Secretariat. Information is also available and regularly updated on our website at www.iim.org.uk. The Institute complies fully with the provisions of the Data Protection Act 1998. Any personal or confidential information held by the IIM about a member, applicant or partner is fully accessible to that person or body for review or editing, by contacting the Secretariat.

Consultation is an important part of meeting our objectives. The IIM conducts regular surveys of the needs and perceptions of its customers, using the feedback to enhance its service. Provision for giving feedback is also included in our website.

Contact

If you have any queries about our terms and policies, please use our usual contact methods.

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