

PRIVACY STATEMENT

1. Introduction

Your privacy is important to us. This privacy statement sets out basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read this statement carefully to ensure you understand our approach to your personal data, and how we treat it.

This website is owned and operated by Institute of Interim Management on behalf of itself and its wholly owned subsidiary, IOIM Limited (hereinafter collectively referred to as “the Institute” or “we”, “our” or “us” as the sense requires). The statement tells you:

- (a) Who collects information from you through this website.
- (b) What information is collected, how the information is used, and for what purposes.
- (c) With whom your information is shared.
- (d) How you can change the information we hold about you.
- (e) Your rights in relation to the collection, use, distribution, and correction of that information.
- (f) The kind of security procedures that are in place to protect against the loss, misuse, or alteration of information under the control of the Institute.
- (g) How long we will retain your data.

This website contains links to other websites owned and operated by third parties. You follow these links at your own risk and need to satisfy yourself as to the privacy policy operated by any such site visited.

The internet and data privacy best practice are both developing. We therefore reserve the right to revise this Privacy Statement at any time. If this Privacy Statement changes in any way, we will place an updated version on this page. Regularly reviewing this page ensures you are always aware of what information we collect, how we use it and under what circumstances, if any, we will share it with other parties.

Questions, comments, and requests regarding this Privacy Policy are welcomed and should be emailed to dataprotection@iim.org.uk.

2. Data Protection

The Institute complies with the requirements of the Data Protection Act 1998 (“the Act”) and the General Data Protection Regulations (“the GDPR”).

If you are not happy either with the contents of this Privacy Statement or the practices of the Institute in relation to this statement, you should first contact us at dataprotection@iim.org.uk. If you do not receive acknowledgement of your enquiry or feel that it has not been properly addressed, you should then contact the Information Commissioner’s Office (“the ICO”) on 0303 123 1113, by emailing casework@ico.org.uk or by post at Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF.

3. Who are we?

Institute of Interim Management (“IIM”) is a company limited by guarantee registered in England and Wales (company number 04589083). It has a wholly owned subsidiary, IOIM Limited (“IOIM”) which is a private limited company registered in England and Wales (company number 0448048). Further information about both companies can be found at Companies House (<https://www.gov.uk/government/organisations/companies-house>).

The Institute acts as Data Controller in respect of the information it collects from you, and both IIM and IOIM are individually registered with the ICO as Data Controllers for the purposes of the Data Protection Act 1998, with the registration numbers PZ8359944 and PZ8360040 respectively.

The Institute outsources various accounting and record keeping functions to Administration Services Limited (a private limited company registered in England and Wales, no 02230784) (“ASL”) which may process your personal data as Data Processor. The relationship between the Institute and ASL is regulated by a contract that contains safeguards for your rights.

This website is hosted by Mushroom Internet Limited (a private limited company registered in England and Wales, no 07939209) (“Mushroom”).

4. What information will the Institute collect, how is it used, and for what purposes?

It is not necessary for you to register with the Institute to access this website. Whether or not you are registered on this website, you should be aware that we use cookies on this website both to enhance your interaction with the website and to enable us to understand how it is used by visitors to it. Please see our separate page on [cookies](#).

Registration with the Institute is however required if you wish to take advantage of the services offered by the Institute.

If you choose to register, you need to be aware that the Institute’s primary method of communication with you will be by email. If you do not wish to receive emails from the Institute, then you should not register on this website in the capacity of any user type.

Basic Personal Data

If you choose to register, we may collect and process the following basic personal information about you:

- your name
- your user type (eg Member, Associate Member, Affiliate Representative, Free User)
- your e-mail address
- your user ID and password.

Depending on what services you are registering for, additional information may be collected from you and used as described below.

All user types attending events

Depending on the nature of the event, some or all user types may be charged an entrance fee if they attend an Institute event. If you attend an event, we may collect additional data from you for invoicing purposes.

An attendance list is normally produced for events, and your consent for your name and the name of your organisation to appear on the attendance list will be specifically sought at the time.

Members

We store personal data you provide directly to us through your membership application and throughout the length of your membership, including your annual membership renewal and attendance at events.

At the time you apply to become a Member of the IIM, whether at the full Member grade or at the Associate Member grade, you will be asked to complete a form on the website to supply additional information, including a personal profile, about yourself. You are also asked to provide a curriculum vitae setting out your career history, and the names and contact details of one or more business referees.

The information you volunteer at this time will be reviewed by the IIM’s Assessment Committee to evaluate whether in its opinion you satisfy the relevant criteria to become:

- an Associate Member of the IIM
- a full Member of the IIM, if you have applied to join at that grade.

References will also be taken up.

You will understand that a failure by you to provide any or adequate information for the Assessment Committee may mean you will not be admitted as a Member of the IIM at any grade, or you may be admitted only as an Associate Member when you had applied to be a full Member. In this circumstance, you will normally be contacted and given the opportunity to rectify your application.

If you are unable or unwilling to rectify your application, depending on the circumstances, a refund of or an adjustment to any Membership Fee paid will be made, but there will be no refund of the Assessment Fee.

When you become a Member of the IIM, the basic personal data listed above will be used for invoicing you for renewal of your annual membership fee, and to provide services to you, including the tax insurance cover, details of the Institute's forthcoming events, newsletters, surveys etc.

In addition, the data you provided for the Assessment process will be used to form the content of your online membership account. This is relevant to the Institute's "Find an Interim" service – see also section 5(iii) below.

Affiliate Representative

Certain organisations may choose to become affiliated with the Institute by entering into an Affiliate Agreement. Such Agreements inter alia describe the services the Institute will provide in return for the annual fee payable. The services are tailored to the needs of the Affiliate.

Each Affiliate organisation must therefore nominate a person to act as its point of contact for the operation of the Affiliate Agreement, both for invoicing and delivery of the agreed services. The personal data of the nominated representative is therefore held by the Institute on the website. The personal data includes the basic personal data listed above, together with the name of the organisation the individual works for.

The person nominated as the point of contact for the purposes of an Affiliate Agreement may be changed at any time by the Affiliate organisation. Any such change should be notified to memberservices@iim.org.uk.

Free User (Registered Guest)

Individuals who are not Members of the IIM but nevertheless have an interest in matters pertaining to Interim Management may register on the website. The data collected in respect of Free Users is limited to the basic personal data listed above.

The Institute will use this personal data from time to time to email information which it considers may be of interest to you, including details of the Institute's forthcoming events, newsletters, surveys etc.

Your registration on this website as a Free User indicates your consent to the Institute collecting, processing and storage of your basic personal data as described. You may withdraw your consent at any time by emailing memberservices@iim.org.uk with "Remove" in the subject line.

5. With whom is your information shared?

Subject to the exceptions listed below, the Institute does not sell, share, or transfer any information gathered during the registration process to any third parties.

The exceptions are:

- i) As indicated earlier, the Institute outsources various accounting and record keeping functions to ASL, and the website itself is hosted by Mushroom.
- ii) As a benefit of membership, every Member is automatically covered by Tax Investigation Insurance cover. Members' names are shared with the provider of this insurance, so that they are included in the cover.
- iii) The Institute offers a service called "Find an Interim" which enables Members to showcase their skills and experience to potential hirers, whether they are an Independent Service Provider, an end-user Client, or another IIM Member who is able to introduce you to an assignment.

When you completed your application form to become a Member, you filled in various boxes to provide information as part of your profile. Underneath each data box there is a message which reads "This field can be seen by Only Me". Next to each data box there is a blue 'Change' box; if you click on this, you can freely alter the setting at any time, so that the field can be seen by All Members, Everyone, or Only Me.

Once you become a Member, you may choose to change the settings field by field, to allow other Members or external third parties to view your data if they look you up under the "Find an Interim" facility.

You will appreciate that, by opting to change fields so that others can see your data, you are overriding the Institute's policy whereby it does not share your data, and you are therefore personally responsible for any use to which the data is put.

6. Changing the information we hold about you

When you register on the website, you set up your basic personal data listed above in section 3. Your user name and password enable you to access your personal account, where you can amend all your data, including in the case of Members, updating your personal profile information and settings.

In the event of difficulties, you should contact memberservices@iim.org.uk.

7. Keeping your data secure

Unfortunately, sending information over the internet is generally not completely secure, and the Institute cannot guarantee the security of your data whilst it is in transit.

Once the IIM has received your information, it has procedures and security features to prevent unauthorised access or loss.

8. Your rights

If you reside in the European Union, you have the right under the GDPR to request from the Institute access to and rectification or erasure of your personal data, data portability, restriction of processing of your personal data, the right to object to the processing of your personal data, and the right to lodge a complaint with a supervisory authority. If you reside outside the European Union, you may have similar rights under your local laws.

Your right to access, rectify or erase your data can be exercised by you by logging on to your personal account on the Institute's website using your user name and password. In the event of difficulties, you should contact memberservices@iim.org.uk.

If you wish to exercise any other of your rights above, please email dataprotection@iim.org.uk, or write to the IIM at the registered office:

Data Protection
Institute of Interim Management
Dolphins
Elmstead Road
West Byfleet
Surrey KT14 6JB

IIM and IOIM Limited as data controllers maintain their statutory rights to hold data for as long as is required for legitimate purposes.

Information on how to complain to the ICO, the UK's supervisory authority, is given in section 2 above.

9. Retention of data

Members

Membership must be renewed annually, and payment of the annual membership subscription will be taken automatically unless the Member gives notice prior to the renewal date of their wish to resign. The data of individual members will be retained for a maximum of five years after they cease to be a member.

Personal data relating to Members may be retained elsewhere within the Institute's systems if necessary to satisfy the record-keeping requirements of HM Revenue & Customs, for example in relation to invoicing.

Affiliate Representative

The person nominated as point of contact for the purposes of an Affiliate Agreement may be changed at any time by the Affiliate organisation. As soon as a change is notified, the personal data of the 'retiring' nominated person will be immediately deleted from the website.

The Affiliate Agreement must be renewed annually. If an Agreement is not renewed, the personal data of the nominated person will be immediately removed from the website by the Institute.

Personal data relating to Affiliate Representatives may be retained elsewhere within the Institute's systems if necessary to satisfy the record-keeping requirements of HM Revenue & Customs, for example in relation to invoicing.

Free User

As soon as a Free User withdraws their consent, their personal data will be immediately deleted from the website.

Personal data relating to Free Users may be retained elsewhere within the Institute's systems if necessary to satisfy the record-keeping requirements of HM Revenue & Customs, for example in relation to invoicing.

22 May 2018