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## CIPS PRIVACY STATEMENT

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## Introduction

This Privacy Statement sets out how we use and protect any information that you give us and applies to all CIPS branded products and services including those offered by our sub-brands Supply Management and iBuy (CIPS Brands). It covers data shared online, stored in our computer system or in hard copy.

The personal data, in any format, that we collect, and hold is important to us and is handled in accordance with this Statement. We are committed to ensuring that your privacy is protected. Where we ask you to provide information by which you can be identified when using our websites, or any CIPS Brands services, you can be assured that it will only be used in accordance with this Privacy Statement. We will always explain clearly what data we are collecting about you and why. We will only collect data we need to give you a better experience; to improve and deliver our services to you; and to meet our responsibilities to you.

## About Us

The Chartered Institute of Procurement and Supply (CIPS) is the leading voice of the procurement and supply profession. With a global community of over 200,000 in 150 countries, we set the standards for the profession and are the only regulated body in the world to promote a [Code of Conduct](#); the international model for procurement and supply practice. CIPS is the Data Controller and Data Processor of the information that you provide to us as a member and to access our services and training. We also work with selected third party organisations to process data on our behalf and provide CIPS Brands services. These third party processors must meet the same stringent data standards that we set ourselves.

For all queries relating to this Privacy Statement and our handling of personal data please contact [dataprotection@cips.org](mailto:dataprotection@cips.org).

Alternatively, you can write to us at:

Data Protection  
CIPS  
Easton House  
Church Street  
Easton on the Hill  
Stamford  
PE9 3NZ  
Tel: +44 (0)1780 756777  
Fax: +44 (0)1780 751610  
[www.cips.org](http://www.cips.org)

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## What we collect

We may collect the following information from you when you join CIPS, place bookings, complete surveys or application forms, provide services to us, or purchase goods or services from us:

- your name, date of birth and gender
- addresses (home and work), contact email addresses and contact telephone numbers (home, work and mobile)
- your credit/debit card and /or bank details
- employment status
- career details – current job/description of role/employer/salary/previous employment/start & end dates
- company name and address
- current qualifications (where relevant to CIPS, e.g. completion of accredited degrees)
- study centre/university details
- assessment information for qualifications
- examination marks and results and exemption details
- learning opportunities undertaken as part of continuous professional development
- online self-assessment tools use and scoring
- competency questionnaires use and scoring
- skills and interests
- date of joining CIPS, membership status and grade
- purchases you have made from CIPS Brands
- enquiries and contacts, you have made to CIPS Brands
- data related to election ballots and results
- user name and password, you use to sign in
- the IP address you use to log in
- personal data you supply when you are using the Supply Management Jobs services (these services allow you to receive job alerts, upload your CV and share your details with recruiters)
- photos and video footage (where captured at our events)

**Sensitive data that we may collect** (this includes Special Categories of personal data as defined by GDPR)

- annual household income and savings - only applicable to CIPS Foundation applicants
  - evidence of your health (medical history, diagnosis or special requirements), where needed for reasonable adjustments, special consideration, exam deferrals, CIPS Foundation applications or accommodating your requirements when attending CIPS Brands events/courses
  - information you provide us when applying for special consideration, discretionary membership discounts or to defer an exam
  - information you provide us regarding any specific needs you have for attending our events or training courses
  - For MCIPS/FCIPS members located in South Africa we collect
    - your nationality
    - national ID number (or details of your alternative ID)
    - socio-economic status
    - citizen resident status
    - home language spoken
    - if applicable, any disabilities that you have
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## How your information is collected

We collect information from you, for example, when you:

- make enquiries with us
- submit an application for membership, to sit an exam, or to apply for a membership upgrade
- book onto an event/training course
- purchase learning materials
- choose to upload your information via your My CIPS or Supply Management Jobs account
- sign up to and/or make use of the services we (CIPS Brands) have available (such as E-Learning, the Self-Assessment, Skills Gap Analysis tools or Supply Management Jobs)
- use our website (see our Cookies policy below)

We may also collect information about you from third parties, such as:

- your employer or sponsor (for instance, where you have been enrolled onto one of our corporate programmes)
- your study centre (if you have chosen to study through one)
- partners that we work with

## What we do with the information we collect

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- to respond to your enquiries
  - to administer your membership and provide the benefits set
  - allow you access to the CIPS Brands site(s) and services
  - to fulfil our obligations arising from any contracts entered into between you and CIPS Brands, and for their general management – this includes providing the products and services that we offer, where Terms and Conditions apply
  - to administer and manage the examination and assessment processes including the performance of study centres
  - to organise and deliver CIPS Brands events and training courses, and fulfil any specific needs you may have
  - process payments from or to you
  - maintain CPD records
  - to run elections
  - evaluate your professional attributes, where necessary for MCIPS, FCIPS, Executive Diploma & CIPS Foundation applications
  - notify you when your membership is due for renewal
  - provide you with information relating to your studies
  - notify you of governance updates, including sending you invitations to vote in our Annual General Meetings
  - provide you with news, products, services and membership updates
  - invite you to provide feedback on our products and services
  - invite you to take part in research campaigns
  - fulfilling prize draws and competitions
  - using photo and video footage in post-event publicity (please notify us when booking onto an event if you object to this)
  - to notify you of changes to our membership offering
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- monitor how you respond to our communications
  - to allow us to monitor usage statistics as a basis for future improvements to relevant website processes
  - to monitor and improve our products and services
  - to meet security/health and safety requirements where you attend an event or training course
  - to verify your identity
  - to enable us to track system use by user
  - internal record keeping
  - to periodically conduct quality checks on the data we hold on you

## Professional Register

CIPS provides a professional register, accessed through our [website](#), listing the names, membership grades, achievement of the ethics mark and chartered status, and country of current CIPS members.

We do this as we believe that it is in the public interest for individuals and organisations to be able to easily identify those professionals who have achieved or are working towards professional recognition, MCIPS/FCIPS, and MCIPS/FCIPS Chartered Professional, and who remain current members of CIPS.

When registering for membership you will automatically appear on the register. If you do not want your member details to be shown, then simply log in to your [My CIPS profile](#) and tick the opt-out checkbox.

## Our lawful bases for processing your information

We will only use your personal information where one of the following applies:

- You have given us your **consent**, such as to send you marketing communications or information about third parties which we think you may find interesting. You can withdraw your consent anytime by clicking unsubscribe on the link located at the bottom of the emails you receive from us. Please be advised, changes to your preferences may take up to 10 days to fully action.
- It is necessary for **performing a contract** that we have with you, such as the fulfilment of a service you have signed up to.
- For our own (or a third party's) **legitimate interests** provided your rights do not override these interests, such as:
  - Fraud prevention
  - Sending suitable communications to you
  - Monitoring and improving our products and services
  - Enhancing the learning experience (for example, tailoring our events/training courses to the audiences attending or sharing information relevant to your studies with your study centre)
  - Fulfilling the requirements of our Charter
  - Enhancing the networking opportunities that we offer
  - Managing the data we hold
- We need to comply with a legal obligation, such as the UK's Equality Act 2010

Your personal information will only be used for the purpose or purposes it was collected. It will not be sold, shared, or distributed to third parties unless we have your permission or where it is necessary for one of the reasons listed above.

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## Recipients whom we may share your data with

- Agents and organisations contracted to perform business functions on our behalf, including providers of third party applications, used for the purposes of delivering products/services to you
- Venues hosting CIPS Brands events (where necessary to meet security and safety requirements, and fulfil any specific needs you may have)
- CIPS Brands event sponsors (we will only share your name, job title and company name – this is done to tailor the event content to the audience. Please notify us when booking if you don't want your data to be shared in this way)
- CIPS Supply Management Awards event sponsors and other attendees (we will only share your name and company name via an Award brochure, an attendee list, table plan and/or screen presentation. Please notify us when booking if you don't want your data to be shared in this way)
- Attendees at Business Forum events (as these events are focused on networking, we share the business contact details between delegates and suppliers attending. You will always be informed of this prior to the event.)
- Attendees at Fellows events (we will only share your name and company via an attendee list. Please notify us when booking if you don't want your data to be shared in this way)
- Regulatory bodies (where necessary for regulatory/audit requirements)
- If you apply for a job via Supply Management Jobs, your details will be shared with the recruiter promoting the specific role. At your request we will share your data with Top CV and/or allow recruiters to access your CV
- Third party IT and payment processing providers
- Third party analytical services
- Knowledge Partners whom we run joint research campaigns with
- Your study centre (if you are registered with one) – we will only share information relevant to your studies with them, such as your examination results
- Your exam centre – your contact details will be shared if you are required to pay separate fees to the centre
- Your employer or sponsor – unless you are enrolled onto a corporate programme, we will only share information about you with your consent

We may publish or share anonymised statistics under the condition that no personally identifiable information can be derived from such statistics by third parties, such as our recognised study centre partners.

## How long we hold your Information for

CIPS Brands has a variety of obligations to keep the data that you provide us. These include ensuring that transactions are processed correctly, identifying fraud, and complying with any laws and rules that apply to us and to our service providers. CIPS Brands has a Data Retention Policy to ensure that your data is not held for longer than is necessary. We hold the information that you provide to us while you are an active, registered user and member, and when you register for our services. Therefore, even if you close your account or membership with us, we may keep certain data (such as membership information) to meet our obligations but for no longer than required or permitted by law.

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## Where your Information is stored

Your information is held securely in the UK, however in certain circumstances it may be stored and processed in any country in which our agents operate, e.g. Switzerland or Turkey or sent to one of our Regional Offices for audit and regulatory purposes, e.g. the South Africa Qualification Authority or to provide our products/services within those respective regions.

We also run surveys using SurveyGizmo – who are registered under the [EU-U.S. Privacy Shield Framework](#) - which holds personal data collected from responses on CIPS Brands behalf and that data is stored at a datacentre based in the US.

If your information is transferred outside the UK for these purposes, then we will take measures to ensure that your data remains protected at all times to the standard imposed by the General Data Protection Regulation. We require our trusted third parties to meet CIPS Brands data protection standards. In certain circumstances, courts, law enforcement agencies, regulatory agencies or security authorities in those other countries may be entitled to access your personal data.

## Keeping your personal information secure

In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online. CIPS Brands websites are maintained on a secure server. All our suppliers and contractors meet the standards we require. Restrictions are also in place so that users only have access to data that is required for them to do their job. Staff training is undertaken regularly, and checks are made by IT staff to ensure data quality is maintained.

All payment card details are processed by a third party payment processor who encrypts the details using SSL (Secure Socket Layer) technology. Once orders have been processed all encrypted credit card information on the webserver is deleted.

We also have in place a comprehensive email security Policy; all incoming and outgoing email is scanned by multiple security systems before being accepted or sent out. These security systems will block and hold messages that contain viruses and malware, spam messages or other inappropriate content.

Where appropriate, senders will be informed that their message has been held by our systems and if held in error the message can be released and successfully sent.

Unfortunately, no data transmission or storage system is completely secure. If you feel that the security of your account or interaction with us has been compromised, please contact us immediately. If such a disclosure does occur, we will contact you as soon as possible to explain what has happened and take all steps required of us to meet our obligations under the legislation.

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## Your rights in controlling your personal information

You can ask us to make changes in how your data is handled and we will respond promptly should a request be made. You have the following rights over the personal data about you that we are holding and processing:

**Right to be informed.** This Statement provides you with information in relation to how your data is processed. This ensures that we are transparent about what we will do with the information you supply to us.

**Right of access.** You may request details of personal information which we hold about you under the Data Protection Act 2018 and the General Data Protection Regulation. This is called a Subject Access Request. Further information on this process and how to apply can be found at: <https://www.cips.org/en-gb/aboutcips/general-terms--conditions/cipsdatabasesystems/>.

**Right to request information held is accurate and how to update it.** If you believe that any information we are holding on you is incorrect or incomplete, please email us at [helpdesk@cips.org](mailto:helpdesk@cips.org) and we will respond as quickly as possible.

**Right to erasure.** In certain circumstances, you may ask us to delete information about you and stop processing or publishing it (often called the Right to be Forgotten).

**Right to object to the processing that is likely to cause you damage or distress.** Where you challenge the accuracy or lawful processing of your information, we will consider this.

**Right to receive an electronic copy of any information you have consented to us holding known as data portability.** You can ask us to provide the personal data about you we hold, securely and in a machine-readable format, so it can be moved, copied or transferred to be used across different services or for you to give to another organisation.

**Right to object.** We will ensure that we have the right consents in place for sending you information. You can unsubscribe from our mailings and remove your details at any time. If you wish to stop receiving communications from us, you will be able to do so by contacting us at [dataprotection@cips.org](mailto:dataprotection@cips.org).

**Rights related to automated decision making.** If there is additional profiling based on the information we hold, then you can object to us making decisions about you based on such processing.

## Complaints

If you wish to make a complaint about how we have processed your personal information, and we cannot resolve it, then you have the right to lodge a complaint to the Information Commissioner:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
[www.ico.gov.uk](http://www.ico.gov.uk)

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## What we use cookies for

A cookie is a tiny file that is stored on a user's computer and issued to your computer when you enter a website. It stores a small amount of information relating specifically to the client and the website. The cookie can be accessed by both the web server and the user's computer.

When visiting any webpage ending with the suffix cips.org, we cookies that allow you to:

- carry information across pages of the site
- avoid having to re-enter information
- maintain a shopping basket or booking form
- after member login, to access member only information or receive member only privileges.

## Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

## Notification of Changes

We keep this Statement under regular review and will update this page. You should check this page from time to time to ensure that you are aware of any changes.

## Privacy Statement last reviewed

11 June 2018

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