

ARP Privacy Policy

This privacy policy sets out how the ARP, 6 & 7 Diss Business Centre, Diss IP21 4HD uses and protects personal information that is provided to us by our Members, non-member conference delegates, non-member networking events delegates and our suppliers.

We are committed to ensuring that your privacy is protected and you can be assured that your personal information will only be used in accordance with this privacy policy. We promise never to sell or rent your information to third parties or use it for promotional or commercial reasons.

Members' Personal Data

We will use your information primarily to contact you in the context of your membership of the ARP and for the ARP's routine management purposes. Processing your data is a necessary part of delivering our services and ensures the smooth running of the ARP. It allows us to fulfil our contractual obligations in terms of membership and in terms of event management and training delivery for members and non-members.

In addition, as a member of the ARP, certain of your company details will be publicly listed on our website. This includes your company name, description and contact information. This information is freely available to any online visitor. You have the right to opt out of a public listing with the ARP, by sending us an email with your request.

Members' Sensitive Personal Data

Sensitive member data is never published by the ARP, although certain special categories may be shared with third parties under limited and specific circumstances. Special categories of sensitive member data that we process can for example include delegate dietary requirements (which may indicate religious affiliation), or delegates bringing a guest for events (which may indicate a same sex couple/marriage). This data will be shared with suppliers on a need to know basis: e.g. names of delegates and guests booking into a hotel, or information on allergens with catering companies. This data will not be held beyond the duration of the event and will be removed from our records following the event.

Data Relating to Events and Training

Registered event delegates will be featured in the ARP delegate list. The delegate list and profiles are not publicly accessible and are only distributed to other registered attendees of the same event, including

attendees from outside the EU. Member and non-member delegates can request updates to the printed delegate list by contacting the ARP office.

Training records of individual employees are held and processed by the ARP office. Individual trainees can view their training records and personal accreditations by logging in to their personal profile on the ARP website. Trainees cannot amend these records themselves, but can ask the ARP to make any necessary changes at any time by simple email request. Training progress and accreditation is a personal achievement, and as such is linked to the individual trainee, not the employing company. Training data is kept indefinitely and will only be deleted upon request of the individual trainee.

Ownership & Data Collection

We are the sole owners of any information collected from you. We only have access to/collect information that you voluntarily give us via the website, email or other direct contact from you. You are able to amend your member profile by logging into your account at any time.

Your member profile is held in a secure, encrypted environment. You can verify this by looking for the lock icon in the address bar of our website and looking for "https" at the beginning of the address of the web page.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (for example, billing or customer service) are granted access to personally identifiable information. The computers/servers in which we store personally identifiable information are kept in a secure environment.

If your membership of the ARP is discontinued then your personal data will be kept in our system for 366 days, after which it will be removed from our records.

Suppliers

We do not handle sensitive information such as credit card details for online payments. Online payments are handled by Stripe, one of the world's leading online banking and payment providers. For more information on Stripe's various policies, please visit <https://stripe.com/gb/privacy>

Our website is maintained by Open Up Media with whom the ARP has a Data Processing Agreement (DPA). Open Up only handles member data in function of testing and building of web applications under the direction of the ARP.

We have strict agreements with all our suppliers on the use of member/delegate information to ensure we, and they, respect your privacy every step of the way.

Your Rights

You may request details of personal information which we hold about you by email request to enquiries@arp-relocation.com. If you believe that any information which we are holding on you is incorrect or incomplete, please advise us and we will promptly correct this.

If you have any questions about this privacy policy or how we process your personal data, please contact enquiries@arp-relocation.com.

If you are not satisfied with how we are processing your personal data, you can make a complaint with a national supervising authority. In the UK, this is the Information Commissioner's Office: www.ico.org.uk.

This policy is effective from 01 08 2019.