

PRIVACY POLICY

Effective Date: 10th January 2025

The Association of Registered Building Inspectors ("we," "us," or "our") is committed to protecting your privacy. This Privacy Policy outlines how we collect, use, and safeguard your personal data when you interact with our website or become a member of our organisation in line with the General Data Protection Regulation (GDPR) and applicable data protection legislation in England and Wales.

1. Who We Are

The Association of Registered Building Inspectors (ARBI) is a membership organisation for Registered Building Inspectors in England and Wales. For the purposes of data protection laws, we act as the Data Controller when processing your personal data.

2. What Personal Data We Collect

We may collect and process the following categories of personal data:

a. Membership Information:

- Full name
- Contact details (email address)
- RBI Registration Number

b. Website Usage Data:

- IP address
- Browser type and version
- Device information
- Pages visited and actions taken on our website
- Cookies

c. Communication Data:

- Records of communications, including emails and inquiries submitted via our website.
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3. How We Use Your Personal Data

We collect and process your personal data for the following purposes:

- **Membership Management:** To process your membership application, manage your account, and provide you with membership benefits.
 - **Communication:** To respond to your inquiries and keep you informed about relevant updates, events, and changes to our services.
 - **Compliance:** To comply with legal obligations.
 - **Improvement:** To analyse website usage and improve user experience.
 - **Marketing:** To send promotional materials about our services, events, or updates (with your explicit consent).
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4. Legal Bases for Processing

We process your personal data based on the following legal grounds:

- **Performance of a Contract:** To fulfil our obligations related to your membership.
 - **Consent:** Where you have provided explicit consent (e.g., for marketing communications).
 - **Legitimate Interests:** For operational and administrative purposes, such as improving our website.
 - **Legal Obligation:** To comply with applicable laws and regulations.
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5. Sharing Your Personal Data

We do not sell or rent your personal data to third parties. However, we may share your data in the following circumstances:

- **Service Providers:** With trusted third-party providers who assist in delivering our services (e.g., payment processors, IT support).
- **Legal Obligations:** When required to comply with legal or regulatory obligations.

All third parties are bound by confidentiality agreements and data protection obligations.

6. Data Retention

We will retain your personal data for as long as necessary to fulfil the purposes outlined in this policy or as required by law.

7. Your Rights

Under the GDPR, you have the following rights:

- **Access:** Request access to your personal data.
- **Rectification:** Correct inaccurate or incomplete data.
- **Erasure:** Request the deletion of your data ("right to be forgotten").
- **Restriction:** Restrict the processing of your data under certain circumstances.
- **Portability:** Request the transfer of your data to another organisation.
- **Objection:** Object to processing based on legitimate interests or direct marketing.
- **Withdraw Consent:** Where processing is based on consent, you can withdraw it at any time.

To exercise your rights, contact us (see 13 below). We aim to respond to requests as soon as possible.

8. Data Security

We implement technical and organisational measures to protect your personal data from unauthorised access, loss, or misuse.

9. International Data Transfers

We primarily process personal data within the UK and the European Economic Area (EEA). If we transfer your data outside the EEA, we ensure appropriate safeguards are in place, such as Standard Contractual Clauses.

10. Cookies

Our website uses cookies to enhance your browsing experience.

11. Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. The updated policy will be posted on our website with a revised "Effective Date."

12. Complaints

If you believe we have not handled your data in accordance with this policy, please contact us. You also have the right to lodge a complaint with the Information Commissioner's Office (ICO):

Website: <https://ico.org.uk>

Phone: 0303 123 1113

13. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your data, please contact us at:

Email: assocRBI@gmail.com