

Background

In May 2018 regulations governing the use of your personal information are changing. You can read about the changes on the Information Commissioner's Office ICO's [website](#).

We want you to feel secure when visiting our website and we are committed to maintaining your privacy when doing so. Please read our Privacy Notice which explains how we'll use any personal data we collect from you or that is provided to us.

Data controller

For the purposes of the UK Data Protection Act 18, Australian Act and New Zealand and the EU General Data Protection Regulation 2016/679 (GDPR), BSMimpact Ltd (at 17 Langhams Way, Wargrave, RG10 8AX) is the (data) controller for the processing of personal data we hold about you.

Our nominated representative is Elaine Burrows, at Elaine.Burrows@bsmimpact.com

What information do we gather?

As a company providing Business Service Management consultancy, we may sometimes need to process your data gathered from our website <http://www.sfia.events/> to pursue our legitimate business interests. The nature of our legitimate interests are; responding to enquiries, newsletter subscription, improving the performance of our website. We will never process your data where these interests are overridden by your own interests.

Information from <http://www.sfia.events/> is gathered in two ways:

- (1) **indirectly** (for example, through our site's technology); and
- (2) **directly** (for example, when you provide information on various pages of <http://www.sfia.events/>).

One example of information we collect **indirectly** is through our Internet access logs. When you access <http://www.sfia.events/>, your Internet address is automatically collected and is placed in our Internet access logs.

An example of information we collect **directly** is when you voluntarily submit it to us, such as subscription to our newsletter.

The information we gather for the newsletter subscription includes first and last name, email address, country and what subject(s) you are interested in; SFIA Training Online, Face-Face, Events and/or Updates on SFIA 7.

How do we use this information?

We analyze the Internet access logs to determine what is most effective about our site, to help us identify ways to improve it, and eventually, to determine how we can tailor <http://www.sfia.events/> to make it more effective.

We use the information within the newsletter subscription form to ensure we respond to your request and provide regular updates.

How long will we keep this data?

We will keep this information from the date it was initially gathered or contract termination whichever is the latest, for a period of 7 years for legal and operational requirements. Business operational requirements include; so that we know if we have already dealt with you i.e. services that we have provided or so we can deal with any future services, compliments or complaints.

Will we share this with outside parties?

Data we collect may be transferred throughout BSMimpact's organization.

If data is provided to 3rd parties, where this occurs, we require that an agreement is in place to ensure GDPR requirements are met for data privacy and protection.

What about sensitive personal data?

We do not process special categories of information. However, if we did process special categories of information relating to your racial or ethnic origin, political opinions, religious and philosophical beliefs, trade union membership, biometric data or sexual orientation, we would always obtain your explicit consent to those activities unless this is not required by law or the information is required to protect your health in an emergency. Where we are processing data based on your consent, you have the right to withdraw that consent at any time.

What about data security?

We take appropriate steps to maintain the security of your data. We have an Information Security Policy to manage the security of your data, which is supported by appropriate standards to ensure our systems and processes are robust.

You should understand that the open nature of the Internet is such that data may flow over networks without security measures and may be accessed and used by people other than those for whom the data is intended.

Personal Data Breach

In the event of a personal data breach, we have appropriate processes in place to detect, investigate, and report. We will notify the appropriate supervisory authority after becoming aware of it if the breach is likely to result in a risk for the rights and freedoms of individuals. If the breach is likely to result in a high risk of adversely affecting individuals' rights and freedoms, we will also inform those individuals without undue delay. We will also keep a record of any personal data breaches, regardless of whether we are required to notify authorities.

Your rights

Under the General Data Protection Regulation (GDPR) and The Data Protection Act 2018 (DPA) you have a number of rights with regard to your personal data. You have the right to:

- request from us access to and rectification or erasure of your personal data,
- restrict processing, object to processing as well as in certain circumstances, right to data portability,
- if you have provided consent for the processing of your data you have the right (in certain circumstances) to withdraw that consent at any time which will not affect the lawfulness of the processing before your consent was withdrawn,
- to lodge a complaint to the Information Commissioners' Office if you believe that we have not complied with the requirements of the GDPR or DPA 18 with regard to your personal data.

If you have any queries regarding this privacy notice or if you would like to make a request to access your personally identifiable information that's held by us, please contact us via email: office@bsmimpact.com.