

## Privacy and Data Collection Policy

We want everyone who comes into contact with the IPM to feel confident and comfortable with how any personal information you share with us will be looked after or used. This Privacy Policy sets out how we collect, use and store your personal information (this means any information that identifies or could identify you).

### Who we are

The IPM (Institute of Psychosexual Medicine) is committed to protecting your personal information and making every effort to ensure that your personal information is processed in a fair, open and transparent manner.

We are a "data controller" for the purposes of the Data Protection Act 1998 and (from 25 May 2018) the EU General Data Protection Regulation 2016/679 ("Data Protection Law"). This means that we are responsible for, and control the processing of, your personal information.

Our contact details are:

Institute of Psychosexual Medicine

Building 3, Chiswick Park  
566 Chiswick High Road  
Chiswick  
London  
W4 5YA

Tel: 020 7580 0631

For all data matters contact the Administrative Secretary on [admin@ipm.org.uk](mailto:admin@ipm.org.uk)

### How we collect information about you

We collect information from you in the following ways:

When you interact with us directly: This could be if you enquire about our training, register with us for training or attend an event or exam, make a donation or payment to us, ask a question about our work or otherwise provide us with your personal information. This includes when you phone us, contact us via our website or get in touch through the post, or via email.

### Information we collect and why we use it

#### Personal Data

Personal data we collect includes details such as your name, date of birth, email address, postal address, telephone number and credit/debit card details (if you are making a payment or donation), as well as information you provide in any communications between us. You will have given us this information whilst making a payment or registering for an event or training on our website or any of the other ways to interact with us.

We will mainly use this information:

- To provide the services or goods that you have requested such as registering you for a training course, exam or event.
- To update you with important administrative messages about your payment, an event or services or goods which you have requested.

- To process your donations or other payments, to claim Gift Aid on your donations where applicable and verify any financial transactions.
- To comply with the Charities (Protection and Social Investment) Act 2016 and follow the recommendations of the official regulator of charities, the Charity Commission, which require us to identify and verify the identity of supporters who make major gifts so we can assess any risks associated with accepting their donations.
- To keep a record of your relationship with us.

If you do not provide this information, we will not be able to process your payment, sign you up for a particular event, training course or exam, or provide goods and services which you have requested.

We may also use your personal information:

- To send you newsletters and information which we think you may find interesting or relevant to IPM work/training.
- To inform you about events and training opportunities or about the work of the IPM Council.

## Marketing

We will only contact you about IPM matters by phone, email, letter or text message, if you have agreed for us to contact you in this manner.

You can update your choices or stop us sending you these communications at any time by contacting [admin@ipm.org.uk](mailto:admin@ipm.org.uk) or by clicking the unsubscribe link at the bottom of an email communication.

## Sharing your Information

IPM staff will use the personal information we collect about you so that they can process your requests and communicate with you. Your personal data will be treated as strictly confidential.

We will never sell or share your personal information with organisations so that they can contact you for any marketing activities. We do not sell any information about your web browsing activity.

## Legal disclosure

We may disclose your information if required to do so by law (for example, to comply with applicable laws, regulations and codes of practice or in response to a valid request from a competent authority); or, in order to enforce our conditions of sale and other agreements.

## Keeping your information safe

We take looking after your information very seriously. We have implemented appropriate physical, technical and organisational measures to protect the personal information we have under our control, both on and off-line, from improper access, use, alteration, destruction and loss.

Unfortunately the transmission of information using the internet is not completely secure. Although we do our best to protect your personal information sent to us this way, we cannot guarantee the security of data transmitted to our site.

Our websites may contain links to other sites. While we try to link only to sites that share our high standards and respect for privacy, we are not responsible for the content or the privacy practices employed by other sites. Please be aware that third parties or websites that have links on our site may collect personally identifiable information about you. This privacy statement does not cover the information practices of those third parties or websites.

Any debit or credit card details which we receive on our website are processed securely by Blackbaud, our payment processing partner, according to the Payment Card Industry Security Standards.

## How long we hold your information for

We only keep your personal data as long as is reasonable and necessary for the relevant activity, which may be to fulfil statutory obligations (for example, the collection of Gift Aid).

## Your rights

You have various rights in respect of the personal information we hold about you – these are set out in more detail below. If you wish to exercise any of these rights or make a complaint, you can do so by contacting the Administrative Secretary on [admin@ipm.org.uk](mailto:admin@ipm.org.uk) or by phone: 020 7580 0631. You can also make a complaint to the data protection supervisory authority, the Information Commissioner's Office, <https://ico.org.uk/>

**Access to your personal information:** You have the right to request access to a copy of the personal information that we hold about you, along with information on what personal information we use, why we use it, who we share it with, how long we keep it for and whether it has been used for any automated decision making. You can make a request for access free of charge. Please make all requests for access via email to the Administrative Secretary and provide us with evidence of your identity.

**Right to object:** You can object to our processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes. Please contact us as noted above, providing details of your objection.

**Consent:** If you have given us your consent to use personal information (for example, to register you for training), you can withdraw your consent at any time.

**Rectification:** You can ask us to change or complete any inaccurate or incomplete personal information held about you.

**Erasure:** You can ask us to delete your personal information where it is no longer necessary for us to use it, you have withdrawn consent, or where we have no lawful basis for keeping it.

**Portability:** You can ask us to provide you or a third party with some of the personal information that we hold about you in a structured, commonly used, electronic form, so it can be easily transferred.

**Restriction:** You can ask us to restrict the personal information we use about you where you have asked for it to be erased or where you have objected to our use of it.

**No automated-decision making:** Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. You have the right not to be subject to automated decisions that will create legal effects or have a similar significant impact on you, unless you have given us your consent, it is necessary for a contract between you and us or is otherwise permitted by law. You also have certain rights to challenge decisions made about you. The IPM does not currently carry out any automated decision-making.

Please note, some of these rights only apply in certain circumstances and we may not be able to fulfil every request.

## Changes to our Privacy Policy

Any changes we may make to our Privacy Policy in the future will be posted on this page and, where appropriate, notified to you by email. Please check back frequently to see any updates or changes to our Privacy Policy.

If you have any questions about this policy or how we look after your personal information, contact the Administrative Secretary via [admin@ipm.org.uk](mailto:admin@ipm.org.uk).