

# The Independent Fire Engineering & Distributors' Association Ltd (IFEDA)

## Privacy Policy : Customers & Suppliers

IFEDA is the data controller for the purposes of the UK's data protection legislation. Our registered office is The Barn, Radclive Road, Gawcott, Buckingham, Bucks MK18 4AA

Your privacy is important to us. We have developed this Privacy Policy so that our customers, their employees and our suppliers and their employees too, understand how we collect, use, disclose and store yours, and their, personal information.

Please take some time to read and familiarise yourself with this Policy. By agreeing to our standard terms, you acknowledge the terms of this Policy which sets out how we collect, use, disclose and store your personal information in accordance with the requirements of the GDPR.

### What information do we collect about you?

The type of personal information we will collect includes your name, the names/s of training course candidates, contact number, e-mail address and other contact details such as your business address and, if applicable, details about your training history and/or supply history.

Data can be described as personal data i.e. data that identifies a person to a place or company e.g. a named email address, a name and phone number etc.

Data can also be described as sensitive information i.e. data that identifies a person's religious beliefs, sexual preferences, health information and trade union affiliation etc

**IFEDA does not hold any 'sensitive' information/data on members or non-members and does not look to gather such information. Any such information sent to IFEDA will immediately be deleted or, if in paper format, will be destroyed.**

We collect personal information about you when you contact us in relation to the services you provide to us, or we provide to you;

How will we use the information we collect about you?

We use your personal information to:

- Manage and facilitate the provision of products and/or services by us to you;
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- Respond to any enquiry or feedback we receive from you;
- Training purposes;
- Compliance with legal requirements; and
- Contact you about placing orders.

In most instances, the legal basis upon which we process the personal data is:-

- that the above uses are in our legitimate interests:
- in order to enter into a contract with you.

We will only use the information we collect about you where it is fair to do so.

For some types of processing of the personal information relating to you, we will ask you for your explicit consent to process your information in a certain way. In such instances, the legal basis we rely upon to process the personal information is consent.

We will only keep your information for the length of time we require it for the purposes we have set out in this statement.

Except in exceptional circumstances, we would not normally retain the information we collect about you for more than six years.

### **Will we share your personal information with anyone else?**

We may share your personal information with any member of our Association.

We may disclose your personal information to third parties:

- If we have appointed a third party to perform certain functions on our behalf, where those third parties need to have access to your personal information to properly perform their function;
- If we are under a duty to disclose or share your personal information in order to comply with any legal obligation.

We will never share any of your personal information with anybody for mailing or marketing purposes unless we have your consent to do so.

### **How do we store your personal information?**

We have put in place measures to ensure the security of the personal information we collect and store about you, and will use all reasonable endeavours to protect your personal information from unauthorised disclosure and/or access. However, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal information, we cannot guarantee the security of any information transmitted to us. Consequently, any transmission is at your own risk.

### **Accessing your personal information**

You have the right to know whether we hold personal information about you and, if we do, to request a copy of it. If you would like a copy of some or all of your personal information, please contact us at IFEDA via [info@ifeda.org](mailto:info@ifeda.org)

We want to make sure your personal information is accurate and up to date. You may ask us to correct or remove any personal information you think is inaccurate.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you.

If you have any concerns about how we process your information, please contact us via [info@ifeda.org](mailto:info@ifeda.org). If we are unable to satisfactorily deal with your concerns then you are entitled to lodge a complaint with the Information Commissioner's Office via [www.ico.org.uk](http://www.ico.org.uk)

### **Changes to this Policy**

This policy is under the umbrella of our ISO 9001 accreditation and as such will undergo regular reviews: any updates will be placed on this webpage.