

IPA Privacy Notice 1 July 2018

The Insolvency Practitioners Association (IPA) are committed to protecting your privacy and rights. We strive to be transparent about how your personal information is used and are committed to using your personal information in accordance with all applicable data protection laws.

Our Privacy Notice Explains:

- What information we collect from you
- Why we collect this information
- With whom we might share this information
- How we will secure your information
- How long we keep hold of your information
- How you can access the information we hold about you
- How changes are made to this policy.

Membership

What information we collect from you

The IPA collects information from its members such as name, contact details, date of birth, employment details, references and referees. This information is collected when you apply for membership, on renewal, when you apply for authorisation or when you notify us of changes.

Why we collect this information

The information collected is used to verify your application and enable us to register your membership and provide you with ongoing member services including details of events, newsletters, professional guidance, and learning opportunities. We also collect information for the purposes of fulfilling our regulatory obligations.

With whom we might share this information

We do not sell your information to any third parties but may share your information with trusted third parties including packaging companies to fulfil information requests, postal services and marketing companies to inform you of our new services or upcoming events.

We may, with your prior consent publish your details to our website as part of our find an IPA member service.

Where you have passed an exam, we may, with your prior consent publish these results on our website.

How we will secure your information

We ensure that there are appropriate controls in place to protect your personal data. For example our network is protected and routinely monitored. Your personal data will only be accessible by appropriately trained staff whose job roles require such access. All third parties used by us will protect your information and contractual arrangements will be periodically reviewed.

How long we retain your information

We will store your personal information only for as long as we consider it necessary to carry out the activities documented above. Regular reviews are carried out and where data is found to be no longer relevant, the data is securely deleted or physically destroyed.

Complaints Investigation

What information we collect from you

The IPA will collect a variety of personal information from complainants during the course of the complaints procedure. This will typically include name, address and contact details but may include any further information such as health records that the complainant deems pertinent to the case. Where possible the IPA will look to redact personal information from the case file.

Why we collect this information

This information is provided by the complainant to enable the IPA to deal with complaints against an IPA member. Without this information the IPA will not be able to effectively deal with the complaint.

With whom we might share this information

The information submitted will only be shared internally and with our regulatory and disciplinary Committee members. Third parties, other than professional advisors who are bound by confidentiality agreements, are not used as part of our complaints procedure.

How will we secure your information

We ensure that there are appropriate controls in place to protect your personal data. For example, personal information will be stored on our secure servers which are regularly monitored and tested. Your personal data will only be accessible by appropriately trained staff whose job roles require such access.

How long we retain your information

All information relating to a complaint will be stored for as long as we consider is necessary to comply with our regulatory obligations which would not normally be longer than ten years following an adverse finding against an IP. Regular reviews are carried out and where data is found to be no longer relevant, the data is securely deleted or physically destroyed.

Inspections

What information we collect from you

The IPA will collect personal data such as names, addresses and contact details through the course of inspections carried out on their members.

Why we collect this information

These details are collected to enable the IPA to inspect and regulate its members and to ensure ongoing compliance with the IPA's regulations and guidance.

With whom we might share this information

The information collected is for internal use only and will only be shared with our regulatory and disciplinary Committee members. Third parties, other than professional advisors who are bound by confidentiality agreements, are not used as part of our complaints procedure.

How we will secure your information

We ensure that there are appropriate controls in place to protect your personal data. For example, personal information will be stored on our secure servers which are regularly monitored and tested. Your personal data will only be accessible by appropriately trained staff whose job roles require such access.

How long we retain your information

We will store your personal information only for as long as we consider is necessary to comply with our regulatory obligations which would not normally be longer than two visit cycles or ten years following an adverse finding against an IP. Regular reviews are carried out and where data is found to be no longer relevant, the data is securely deleted or physically destroyed.

How you can access the information we hold about you

If you have any queries regarding this Privacy Notice, how your data is used or would like to request information regarding what data we hold about you please contact secretariat@ipa.uk.com.

Job Applications

Personal data such as name, email, telephone number and postal address along with any personal information contained within your CV is collected to support our recruitment process. This data will be stored securely and only accessible by trained staff who require such access. Unsuccessful applicants' CVs will be retained for a period of no longer than 3 months. Where we wish to retain such an applicant's CV for longer, we shall contact them direct and obtain consent. All CVs no longer required shall be securely deleted or physically destroyed.

Cookies

Our website uses cookies to collect statistical information for analytical purposes. We do not collect information that could identify you as an individual. To turn cookies off, please consult your browser's help page.

Changes to this policy

Changes to this privacy policy will be posted to this page so that you are kept informed of the information we collect, how we use it, and under what circumstances we disclose it. This policy was last updated on 16 July 2018.