

SNIJIB Privacy Policy

SNIJIB takes your privacy very seriously. Our procedures for handling personal information have been developed in line with the requirements of our Privacy Policy and this Notice sets out how we may collect, use and store your personal data.

1. What information do we collect?

We collect and process personal data about you when you are an Operative, Employer or you are attached to SNIJIB for legal purposes or by association. By submitting your personal information, you consent to the use of that information as set out in this notice. The personal data we may process includes:

- your name
- your title
- your NI Number
- your date of birth
- your contact details (addresses, phone numbers and email addresses)
- your photograph
- copies and dates of your qualifications
- your current employer
- your previous employers
- The information you provide on any assessment and/or qualification application and/or result form
- copies and your dates of H&S pass
- copies and your dates MA pass
- your redundancy letters
- copies of email and postal correspondence from and relating to you
- records of your phone calls including dates and discussion notes
- your business postal address
- your business email
- your business web site
- your business insurance company
- your business previous employers

2. How do we use this information and what is the legal basis for this use?

We process the personal data listed in section 1 above for the following purposes:

- to fulfil the services we supply;
- to comply with applicable law and regulation;
- to protect in accordance with our legitimate business interests and legal rights, including but not limited to, use in connection with legal claims, compliance, regulatory and investigative purposes (including disclosure of such information in connection with legal process or litigation);
- to respond and/or investigate to any comments or complaints we may receive from you;
- we may use information you provide to personalise (i) our communications to you; (ii) our website; and (iii) services for you;

- to invite you to take part in surveys for the needs of the Plumbing Industry;
- if you provide a credit or debit card, we may use third parties (such as POS payment providers) to check the validity of the sort code, account number and card number you submit in order to prevent fraud;
- We may send you direct marketing in relation to relevant products and services. Electronic direct marketing will only be sent where you have given your consent to receive it, or you have been given an opportunity to opt-out. You will continue to be able to opt-out of electronic direct marketing at any time by following the instructions in the relevant communication.

3. Where is my data stored?

The personal data that we collect from you is stored on our secure servers within the UK and accessed only by designated personnel.

4. With whom will we share your personal data?

We may share your personal data with particular companies or industry stakeholders to process it for the purposes of delivering required\contracted products or services. We therefore may share your personal data with the below parties:

- our professional advisors such as our auditors and external legal and financial advisors;
- SNIPEF Training Services Ltd, SNIPEF, Colleges, Training Providers, Employers, Unite the Union and all associated organisations or sub-contractors where they have agreed to process your personal data. Such contractors would be subject to privacy regulations under GDPR
- Government authorities or agencies and/or law enforcement officials where we are required, if mandated by law or if needed for the legal protection of our legitimate interests in compliance with applicable laws;
- third party service providers who will process data on behalf of SNIJIB for the purposes stated above. Such third parties include, but are not limited to, providers of website hosting, grading card developers and identity checking.

5. How long will you keep my personal data?

We will not keep Operative, Employer or your personal information for any purpose for longer than is necessary and will only retain personal information that is necessary in relation to required\contracted products or services or for your associated interests (such as, but not limited to, ease of your Grading).

We are required to retain certain information, as required by law or for as long as is reasonably necessary to meet regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce our terms and conditions.

In respect of prospective Operatives or Employers and you have expressly consented to us contacting you, we will only retain your data

- until you unsubscribe from our communications;
- or, if you have not unsubscribed,
- while you interact with us and our content; or
 - if your information is required to be held for the purposes of required\contracted products or services or for legal reasons.

We will retain your data for a period beyond the specified retention period, to allow for information to be reviewed and any deletion to take place. In some instances, SNIJIB may be legally required to hold certain information for specific periods other than those stated above.

6. What are my rights in relation to my personal data?

Where you have consented to us using your personal data, you can withdraw that consent at any time by giving appropriate written notice.

If the information we hold about you is inaccurate or incomplete, you can notify us in writing and ask us to correct or supplement it.

You have the right to ask us not to process your personal data for marketing purposes (such as Industry surveys). You can exercise your right to prevent such processing by checking certain boxes on the forms issued to you to collect your data, clicking the unsubscribe button on any communication we have sent to you or by contacting us.

In some circumstances you can write to ask us to erase your personal data:

- (a) by withdrawing your consent for us to use it;
- (b) if it is no longer necessary for us to use your personal data;
- (c) if you object to the use of your personal data and we don't have a good reason to continue to use it; or
- (d) if we haven't handled your personal data in accordance with contractual or legal obligations.

You also have the right, with some exceptions and qualifications, to ask us to provide a copy of any personal data we hold about you.

If you have a complaint about how we have handled your personal data, you may be able to ask us to restrict how we use your personal data while your complaint is being investigated and resolved.

7. Where can I find more information about SNIJIB handling of my data?

Should you have any queries regarding this Privacy Notice, about SNIJIB processing of your personal data or wish to exercise your rights you can contact us on info@snijib.org. If you are not happy with our response, you can contact the Information Commissioner's Office: <https://ico.org.uk/>

We may change this Policy from time to time. Any significant changes to the Privacy policy, or any changes to the way we treat your personal information, will be recorded on this notice.