

IET CONNECT OPERATING PROCEDURES	
Data Protection and Compliance	Date: 24 April 2018
IET Connect Privacy and Cookies Policy	Review Date: 24 April 2019

Sections:

1. Introduction and General Terms
2. Who are we?
3. What information will IET Connect collect about me?
4. How will IET Connect use the information it collects about me?
5. When will IET Connect contact me?
6. Will I be contacted for marketing purposes?
7. Will IET Connect share my personal information with anyone else?
8. How long will IET Connect keep my information?
9. Can I delete my data?
10. Can I find out what personal information IET Connect holds about me?
11. Web browser cookies
12. Do Not Track (DNT) browser setting
13. An individual's rights under Data Protection Law
14. Changes to IET Connect's Privacy and Cookies Policy
15. Contacting IET Connect about this Privacy and Cookies Policy

We've created this policy which covers how we...

- Collect
- Use
- Disclose
- Transfer
- Store

... your data.

1. Introduction and General Terms

IET Connect is committed to protecting you and your family's personal information. We want our services to be provided in a safe environment. This Privacy and Cookies Policy relates to our use of any personal information we collect from you via the following online services:

- IET Connect website that links to this Privacy and Cookies Policy;

- social media or official IET Connect content on other websites;

It also relates to our use of any personal information you provide to us by telephone, e-mail, in letters and other correspondence and in person.

In order to provide you with the full range of IET Connect services, we sometimes need to collect information about you.

This Privacy and Cookies Policy explains the following:

- what information IET Connect may collect about you;
- how IET Connect will use information we collect about you;
- when IET Connect may use your details to contact you;
- whether IET Connect will disclose your details to anyone else;
- your choices regarding the personal information you provide to us;
- the use of cookies on IET Connect websites and how you can reject cookies.

IET Connect is committed to safeguarding your personal information. Whenever you provide such information, we are legally obliged to use your information in line with all applicable laws concerning the protection of personal information, including the Data Protection Act 1998 and the European Union General Data Protection Regulation (GDPR) (these laws are referred to collectively in this Privacy and Cookies Policy as the "data protection laws").

We must ensure that personal data shall be:

- a) processed lawfully, fairly and in a transparent manner;
- b) collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes;
- c) adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- d) accurate and where necessary kept up to date;
- e) kept for no longer than is necessary for the purposes for which the personal data are processed. We operate a data retention policy that ensures that we meet this obligation.

We only retain personal data for the purposes for which it was collected and for a reasonable period thereafter where there is a legitimate need or legal obligation to do so. For detail of our current retention policy contact our data protection officer at ietconnect@theiet.org.

f) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

The IET Connect website contains hyperlinks to websites owned and operated by third parties. These third party websites have their own privacy policies, and are also likely to use cookies, and we therefore urge you to review them. They will govern the use of personal information you submit when visiting these websites, which may also be collected by cookies. We do not accept any responsibility or liability for the privacy practices of such third party websites and your use of such websites is at your own risk.

2. Who are we?

The Institution of Engineering and Technology Benevolent Fund (IET Connect) was founded in 1880 to support members of (what is now known as) the Institution of Engineering and Technology and their immediate families in times of need. It provides a range of information and support including legal advice, employment support, counselling, autism support, and financial assistance. We are a separate company (Registered Company Number: 00441284) and a separate charity (Registered Charity Number: 208925) from the Institution of Engineering and Technology. Additionally IET Connect does have some funds that can help with disability, care and carers and is for anyone “who are or who has been employed or trained in engineering and technology or are otherwise connected with engineering and technology”.

Our online services

The website www.ietconnect.org is run by IET Connect with technical support from a digital agency and is available both within the UK and internationally.

Other companies might run IET Connect supported services on our behalf. These companies must operate to IET Connect standards but please make sure you always check the privacy policy of the websites you use so you know who runs the website and how they will use your data.

When we refer to ‘we’ or ‘our’ or ‘IET Connect’ we are referring to IET Connect, The Institution of Engineering and Technology Benevolent Fund.

3. What information will IET Connect collect about me?

When you participate in, access or sign up to any of IET Connect's services, activities or online content, such as newsletters, web and mobile notifications, telephone or text IET Connect, donate money to a IET Connect we may receive personal information about you. This can consist of information such as your name, e-mail address, postal address, telephone or mobile number, gender or date of birth, as well as information collected about your use of IET Connect services.

Please note that sometimes we will require you to provide additional personal information, and sometimes sensitive personal information. When we do this we will provide further information about why we are collecting your information and how we will use it.

Where we provide personalized services, we may ask your permission to review third party data about you, for example, your Twitter or Facebook feeds, to get to know you better and to provide more effective personalization. Some of our services enable you to sign-in via a third party service, such as Facebook. If you choose to sign-in via a third party app, you will be presented with a dialog box which will ask your permission to allow IET Connect to access your personal information (e.g. your full name, date of birth, email address and any other information you have made publicly accessible). Please note that any information that is not required by the particular service you have opted to use will not be retained by IET Connect.

4. How will IET Connect use the information it collects about me?

IET Connect protects the privacy of your information using secure servers. The information that you provide will be kept confidential and used to support IET Connect's relationship with you.

IET Connect will use your personal information for a number of purposes including the following:

- to provide our services, activities or online content, to provide you with information about them and to deal with your requests and enquiries;
- for 'service administration purposes', which means that IET Connect may contact you for reasons related to the service;
- to contact you about a submission you have made, including any information that you provide;
- for analysis and research purposes so that we may improve the services offered by IET Connect;

- we may also use and disclose information in aggregate (so that no individuals are identified) for marketing and strategic development purposes.

5. When will IET Connect contact me?

IET Connect may contact you:

- in relation to any service, activity or online content you have signed up for in order to ensure that IET Connect can deliver the services to you.
- in relation to any correspondence we receive from you or any comment or complaint you make about IET Connect products or services;
- in relation to any personalized services you are using;
- in relation to any contribution you have submitted to IET Connect, e.g. on IET Connect message boards or via text or voicemail message;
- to invite you to participate in surveys about IET Connect services (participation is always voluntary);
- to update you on any material changes to IET Connect's policies and practices; and
- for marketing purposes, as set out in section 6.

6. Will I be contacted for marketing purposes?

IET Connect will only send you marketing e-mails or contact you on IET Connect platforms where you have agreed to this with the IET through your IET membership preferences

7. Will IET Connect share my personal information with anyone else?

We will keep your information within IET Connect except where disclosure is required or permitted by law (for example to government bodies and law enforcement agencies, including for child protection reasons).

Generally, we will use your information within IET Connect and will only share it outside IET Connect where you have requested it or given your consent.

8. How long will IET Connect keep my information?

We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant agreement you hold with IET Connect.

9. Can I delete my data?

You can request IET Connect to delete all the data that we hold about you but this would be likely to mean that we would then be unable to assist you in the future.

10. Can I find out what personal information IET Connect holds about me?

Under the Data Protection Act you have the right to request a copy of the personal information IET Connect holds about you and to have any inaccuracies corrected. We will use reasonable efforts consistent with our legal duty to supply, correct or delete personal information about you on our files. Please address requests and questions about this or any other question about this Privacy and Cookies Policy to the Data Protection Officer, IET Connect, 24 High Holborn, London WC1V 6AZ.

If we do not already hold identification for you we will need two copies of forms of identification, which can be:

Passport.

Driving licence.

Birth certificate.

Utility bill (from last 3 months).

Current vehicle registration document.

Bank statement (from last 3 months).

Rent book (from last 3 months).

11. Web browser cookies

a) What is a Cookie?

A cookie is a small amount of data, which often includes a unique identifier that is sent to your computer, tablet or mobile phone (all referred to here as a 'device') web browser from a website's computer and is stored on your device's hard drive. Each website can send its own cookie to your web browser if your browser's preferences allow it. Many websites do this whenever a user visits their website in order to track online traffic flows. Similar technologies are also often used within emails to understand whether the email has been read or if any links have been clicked. If you continue without changing your settings, we'll assume that you are happy to receive all cookies on IET Connect website. However, you can **change your cookie settings** at any time.

On IET Connect websites, cookies record information about your online preferences and allow us to tailor our websites to your interests.

During the course of any visit to the IET Connect website, the pages you see, along with a cookie, are downloaded to your device. Many websites do this because cookies enable website publishers to do useful things like find out whether the device (and probably its user) has visited the website before. This is done on a repeat visit by checking to see, and finding, the cookie left there on the last visit.

b) How does IET Connect use cookies?

Information supplied by cookies can help us to understand the profile of our visitors and help us to provide you with a better user experience.

We use Google Analytics and a feature called Google Analytics Demographics and Interest Reporting cookies to collect non-personal information on the usage of our website. The data is used to help us understand the interests and preferences of our users and how they use our site in order to help improve our services.

Google Analytics may combine the information collected with other non-personal information they have independently collected from other websites which use their analytics packages. By combining this information we are able to receive reports which give us an understanding of the ages, locations and interests of users who visit our site. We receive general information and do not receive any of your personal details or identifying information.

If you would like to disable and block the cookies used by Google Analytics on this site you opt out through the use of the **Google Analytics Opt-out Browser Add-on** or by managing cookies directly through your browser. To find out how to do this for your particular browser, visit its 'Help' section.

If you would like further information about how to manage cookies the website **aboutcookies.org** may be of use to you.

Disabling cookies for our website will not prevent you from using the site or any of its features.

There are two main kinds of cookies: 'session' cookies and 'persistent' cookies. Session cookies only last for the duration of users using the website and are deleted from your computer when you close your browser, whereas persistent cookies outlast user sessions and remain stored on your computer until deleted, or until they reach their expiry date.

More information on the legislation concerning cookies can be found on the Information Commissioner's Office website.

c) Third party cookies in embedded content on IET Connect pages

Please note that during your visits to IET Connect websites you may notice some cookies that are not related to IET Connect or IET Connect's contractors.

We sometimes embed content from social media and other third party websites. These may include YouTube, Twitter, Facebook, SoundCloud, Vine, Instagram, Pinterest and Flickr. As a result, when you visit a page containing such content, you may be presented with cookies from these websites and these third party cookies may track your use of the IET Connect website. IET Connect does not control the dissemination of these cookies and you should check the relevant third party's website for more information. If you continue without changing your settings, we'll assume that you are happy to receive all cookies on the IET Connect website.

Where IET Connect embeds content from social media and other third party websites, some websites may use Google Analytics to collect data about user behaviour for their own purposes. IET Connect does not control this. For more information, see the Google webpage 'How Google uses data when you use our partners' sites or apps'.

d) Other information collected from web browsers

Your web browser may also provide IET Connect with information about your device, such as an IP address and details about the browser that you are using. Where requesting local news or weather, it may be possible for you to choose to provide IET Connect with access to your device's location through the web-browser. We use information provided by your browser or by the link that you have clicked to understand the webpage that directed you to IET Connect Online and this may be captured by performance cookies.

If you have any concerns about the way that we use cookies or respect your settings, then please contact us at ietconnect@theiet.org or write to the Data Protection Officer, IET Connect, 24 High Holborn, London WC1V 6AZ.

12. Do Not Track (DNT) browser setting

DNT is a feature offered by some browsers which, when enabled, sends a signal to websites to request that your browsing is not tracked, such as by third party ad networks, social networks and analytic companies. This website does not currently respond to DNT requests.

13. An individual's rights under Data Protection Law

Under the GDPR an individual has the following rights in respect of the personal data processed by IET Connect:

1. The right to be informed about how IET Connect uses personal data.

This Privacy Statement explains who we are; the purposes for which we process personal data and our legitimate interests in so doing; the categories of data we process; third party disclosures; and details of transfers of personal data outside the UK.

2. The right of access to the personal data we hold. In most cases this will be free of charge and must be provided within one month of receipt.

3. The right to rectification where data are inaccurate or incomplete. In such cases we shall make any amendments or additions within one month of your request.

4. The right to erasure of personal data, but only in very specific circumstances, typically where the personal data is no longer necessary in relation to the purpose for which it was originally collected or processed; or, in certain cases where we have relied on consent to process the data, when that consent is withdrawn and there is no other legitimate reason for continuing to process that data; or when the individual

objects to the processing and there is no overriding legitimate interest for continuing the processing.

5. The right to restrict processing, for example while we are reviewing the accuracy or completeness of data, or deciding on whether any request for erasure is valid. In such cases we shall continue to store the data, but would not further process it until such time as we have resolved the issue.

6. The right to object in cases where processing is based on legitimate interests, where the IET requirement to process the data are overridden by the rights of the individual concerned; or for the purposes of direct marketing (including profiling); or for processing for purposes of scientific / historical research and statistics, unless this is for necessary for the performance of a public interest task.

For more information about the GDPR and your rights under Data Protection law Please contact IET Connect's Data Protection Officer at ietconnect@theiet.org or write to the Data Protection Officer, IET Connect, 24 High Holborn, London WC1V 6AZ.

If you have a complaint about data protection at the IET, contact their data protection officer at compliance@theiet.org.

Alternatively contact the IET's supervisory authority for GDPR compliance at www.ico.org.uk:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate)

14. Changes to IET Connect's Privacy and Cookies Policy

This Privacy and Cookies Policy may be updated from time to time so you may wish to check it each time you submit personal information to IET Connect. The date of the most recent revisions will appear on this page. If you do not agree to these changes then please contact us but it is likely to mean that we will be unable to help you in the future.

15. Contacting IET Connect about this Privacy and Cookies Policy

If you any questions or comments about this Privacy and Cookies Policy please contact:

The Data Protection Officer
IET Connect
24 High Holborn
London
WC1V 6AZ.

(E-mail: ietconnect@theiet.org and in the text address it “FAO of the Data Protection Officer”)