

ILPA Privacy Policy – 25th May 2018

The Immigration Law Practitioners' Association respect your privacy and are committed to processing all personal information about you in accordance with relevant EU and UK data protection laws. Here you can find out more about how we collect, store and use personal data, and what you can ask us to do with it.

We keep this policy under review and therefore it gets updated from time to time. We last updated this policy on the 25th May 2018.

Who we are

ILPA is a company registered in England and Wales with company number 02350422 and a charity registered in England and Wales with charity number 1155286, whose registered office is Lindsey House, 40/42 Charterhouse Street, London EC1M 6JN.

Information we collect, hold and use

We may collect and process personal information through various means including:

- When you join ILPA, completing an online or paper application form
- When you call us
- When you use our website
- When, as a non-member, you sign up to our information service
- Via social media platforms we use (Twitter, LinkedIn)
- When you book a training session or attend a networking or other event we host/co-host
- When you post a job ad on our website
- When you apply for a role at ILPA
- Otherwise through the provision of members services or the operation of our business

ILPA stores personal information you give us on a cloud-based [Salesforce](#) database and on a Quickbooks accounting system.

Only ILPA employed staff in the secretariat have password protected access to these databases.

We also use [Campaign Monitor](#) to send out emails. A reputable email list provider service, Campaign Monitor stores and processes your email address, email preferences, name and ILPA member number.

Information entered on our website is stored securely on Beekeeper, our CMS run by [Fatbeehive](#) and we have deleted any historic information.

We are [PCI compliant](#)

We use [Paypal](#) to process payment transactions, but see no payment or credit card information at all from Paypal through our website. We accept credit card payments over the phone but no financial information is stored by ILPA.

We use [Moorepay](#) to manage our direct debit payments. No account or payment information is stored by ILPA.

We use Google Analytics to assess how users find and use our website, with a view to improve our service.

Contractors have agreed to comply with GDPR requirements.

How we use your information

We use the information that we collect to understand the needs of persons using our service and to provide a better service. We record your subscription preferences and options to unsubscribe are offered with all email communications. In particular we record and use your information for the following reasons:

- Administration of the organisation
- The improvement of our website, products and services
- We send emails to members on matters considered of interest to all members, and to publicise training sessions.
- We send a printed copy of our monthly mailing to all individual and organisation members.
- Where we have legitimate interest as a membership organisation to inform members by email about information you may find interesting, new products, special offers or other ILPA services using the email or postal address you have provided.
- We may also use your information to get in touch with you about your use of ILPA services, by email, telephone, or post.
- We also send emails to member contacts who have subscribed to a working group – we will not email you unless you have subscribed, and you can unsubscribe at any time.
- We send emails to members and non-members who have subscribed to ILPA's [Information Service](#) and [Strategic Legal Fund](#) email lists

Directory of members [“Find Immigration Law Advice”](#)

We publish an online a directory of our members who have chosen to be listed. **No members' details other than those published in the Directory will be given out by ILPA.**

If members wish their details to appear in the Directory of Members published on the ILPA website they must either login to their account on our website and complete or edit their details, or complete the form [information for directory of members](#) and send this back to ILPA.

A member may at any time inform ILPA that they wish to be removed from the Directory.

Training courses

We store information on which members have taken which courses and we store this information for the period of your membership, and if financial transactions have been involved, we store this information for a period of seven years to comply with VAT and tax requirements.

We will similarly store information on non-members who have booked training sessions.

We continue to store information on which courses you took and completed if your membership lapses. This is so that we can confirm if you did or did not attend a training

session we can provide this information, for example if you need to know for your regulation. We can delete such records on request.

Security

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

Controlling your personal information

You may choose to restrict the use of your personal information at any time by writing to ILPA or emailing us at info@ilpa.org.uk.

We do not sell or lease your information to third parties. We do not distribute your information to third parties unless we have your permission or are required by law to do so.

You may request details of personal information which we hold about you. Please email info@ilpa.org.uk

You can request that we delete your data by emailing info@ilpa.org.uk We will delete as much of your data as we are permitted to: if you are a paying customer we cannot delete all of your personal data for a period of seven years because we are obliged bylaw to retain payment information for that period for tax and VAT purposes.

If you have any questions about our use of your personal information or wish to raise a complaint with us please contact 020 7251 8383 or email info@ilpa.org.uk

You have the right to file a complaint with the Information Commissioner's Office (ICO) the UK supervisory authority for data protection issues. Further information on your rights and the complaints process can be found on the [ICO website](#).