



Privacy Policy

Introduction

ACES is a 'Peer to Peer' members' association where meeting and networking through various means, helps members do their jobs through mutual support. Members are senior professionals contracted to deliver the majority of an estates function for a public sector body. ACES members have a strong public service ethos and contribute to, as well as personally benefit from, membership of the association.

Members join ACES to find information relevant to their profession and to connect with others for knowledge and information sharing and other networking opportunities. Our Privacy Policy applies to any Member or contributors to our objectives.

ACES is committed to full transparency about the data we collect about our members, how it is used and with whom it is shared.

This Privacy Policy applies when you become a member of ACES and we collect data about you. We offer our members choices about the data we collect, use and share as described in this Privacy Policy.

ACES has developed this Privacy Policy to explain how we may collect, retain, process, share and transfer your Personal Data when you visit our website or use our services. This Privacy Policy does not apply to online websites or services that we do not own or control.

This privacy policy sets out how ACES uses and protects any information that you give ACES when you use ACES services or ACES website.

ACES is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using our services or website, then you can be assured that it will only be used in accordance with this privacy statement.

ACES may change this policy from time to time. You should check the Privacy page on our website from time to time to ensure that you are happy with any changes. This policy is effective from 1st May 2018.

Our Privacy Promise

We promise:

- To keep your data safe and private.

- Not to sell your data.
- To give you ways to manage and review your choices at any time.

What we collect

When you register to use our services by establishing a Membership, we will collect Personal Data as necessary to fulfil the services you request.

We may require you to provide us with the following information:

- name and job title
- contact information including telephone numbers and email address
- demographic information such as postcode, preferences and interests
- other information relevant to membership.

We may require you to provide us with additional personal data as you use our services.

Where we collect personal information from

We may collect personal information about you (or your organisation) from these sources:

Data you give to us:

- When you apply for ACES Membership
- When you talk to us on the phone or in person
- When you use our website
- In emails and letters

What we do with the information we gather

This privacy policy lets you know how ACES promises to look after your personal information. This includes what you tell us about yourself, what we learn by having you as a member, and the choices you give us about what you want us to send you.

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve the organisation.
- We may periodically send emails about special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for organisational purposes. We may contact you by email, phone or mail. We may use the information to customise our website according to your interests.

Security

We are committed to ensuring that your information is secure. In order 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 online or by other methods.

We implement security safeguards designed to protect your data, such as HTTPS. We regularly monitor our systems for possible vulnerabilities and attacks. However, we cannot warrant the

security of any information that you send us. There is no guarantee that data may not be accessed, disclosed, altered, or destroyed by breach of any of our physical, technical, or managerial safeguards.

Lawful Bases for Processing

We have lawful bases to collect, use and share data about you. You have choices about our use of your data.

We will only collect and process personal data about you where we have lawful bases.

Lawful bases include consent (where you have given consent), and contract (where processing is necessary for the performance of a contract with you (e.g. to deliver the ACES services you have requested)).

At any time, you can withdraw consent you have provided by contacting the ACES Secretary.

Where we rely on your consent to process personal data, you have the right to withdraw or decline your consent at any time and where we rely on legitimate interests, you have the right to object.

If you choose not to give personal information

We may need to collect personal information to enable delivery of our services to you.

If you choose not to give us this personal information, it may delay or prevent us from meeting our obligations. It may also mean that we cannot perform services needed to satisfy your membership. It could mean that we cancel a service you have with us.

Any data collection that is optional would be made clear at the point of collection.

How long we keep your personal information

We will keep your personal information for as long as you are a member or supporter of ACES.

If members cease membership, your personal data will generally stop being visible to others on our website as soon as reasonably possible.

After you stop being a member, we may keep your data for one of these reasons:

- To respond to any questions or complaints.
- To show that we treated you fairly.
- To record that we fulfilled our contract with the member.
- To maintain records according to rules that apply to us.

We may keep your data if we cannot delete it for legal, regulatory or technical reasons. We may also keep it for research or statistical purposes. If we do, we will make sure that your privacy is protected and only use it for those purposes.

Membership Termination

We keep some of your data even after you cease your membership. If you cease your membership, your personal data will generally stop being visible to others on our website within

24 hours. We generally delete membership information within 30 days of resignation, except as noted below.

We retain your personal data even after you have resigned your membership if reasonably necessary to comply with our legal obligations (including law enforcement requests), meet regulatory requirements, resolve disputes, maintain security, prevent fraud and abuse. We will retain de-personalized information after your membership ceases.

Information you have shared with others (e.g., through forum posts) will remain visible after you cease membership, and we do not control data that other Members copied out of our website.

Why Do We Retain Personal Data?

We retain Personal Data in an identifiable format for the least amount of time necessary to fulfill our legal or regulatory obligations and for our business purposes. If your Membership ceases, we may take steps to mask personal data and other information, but we reserve our ability to retain and access the data for so long as required to comply with applicable laws. We will continue to use and disclose such personal data in accordance with this Privacy Policy.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We may use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website contains links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

The use of your personal information

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to the ACES Secretary at 16 Nearthgates, Charnock Richard, Chorley, Lancashire PR7 5EY.

If you believe that any information we are holding on you is incorrect or incomplete, please write to us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

Rights to Control Your Personal Data

We provide many choices about the collection, use and sharing of your data, from deleting or correcting data you provide to us.

For personal data that we have about you:

Delete Data: You can ask us to erase or delete all or some of your personal data (e.g., if it is no longer necessary to provide services to you).

Change or Correct Data: You can ask us to change or update your data, particularly if it's inaccurate.

Object to, or Limit or Restrict, Use of Data: You can ask us to stop using all or some of your personal data (e.g., if we have no legal right to keep using it) or to limit our use of it (e.g., if your personal data is inaccurate or unlawfully held).

Right to Access and/or Take Your Data: You can ask us for a copy of your personal data and can ask for a copy of personal data you provided in machine readable form. You have the right to get your personal information from us in a format that can be easily re-used. You can also ask us to pass on your personal information in this format to other organisations.

What if you want us to stop using your personal information?

You have the right to object to our use of your personal information, or to ask us to delete, remove, or stop using your personal information if there is no need for us to keep it. This is known as the 'right to object' and 'right to erasure', or the 'right to be forgotten'.

There may be legal or other official reasons why we need to keep or use your data. But please tell us if you think that we should not be using it.

You can ask us to restrict the use of your personal information if:

- It is not accurate.
- It has been used unlawfully but you don't want us to delete it.
- It not relevant any more, but you want us to keep it for use in legal claims.
- You have already asked us to stop using your data but you are waiting for us to tell you if we are allowed to keep on using it.

If you want to object to how we use your data, or ask us to delete it or restrict how we use it or, please contact the Secretary.

How to withdraw your consent

You can withdraw your consent at any time. Please contact us if you want to do so. If you withdraw your consent, we may not be able to provide our services to you. If this is so, we will tell you.

How to complain

Please let us know if you are unhappy with how we have used your personal information. You also have the right to complain to the Information Commissioner's Office

Changes

ACES can modify this Privacy Policy, and if we make material changes to it, we will provide notice to provide you the opportunity to review the changes before they become effective. If you object to any changes, you may cease your membership.

You acknowledge that your continued membership after we publish or send a notice about our changes to this Privacy Policy means that the collection, use and sharing of your personal data is subject to the updated Privacy Policy.