

IWFM Privacy Policy

The Institute of Workplace and Facilities Management Updated Privacy Policy – August 2026

The Institute of Workplace and Facilities Management (IWFM) is the controller of personal data provided to us and is committed to respecting and protecting the privacy of individuals.

IWFM processes personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and other applicable data protection legislation and is registered with the Information Commissioner's Office (ICO). IWFM's registration number is **Z7132357**.

This Privacy Policy describes how IWFM collects, uses, shares, stores and protects your personal data and explains the rights you have in relation to your information.

What personal data does IWFM collect?

IWFM collects personal data which identifies you or can be used to identify you. Depending on your relationship with us, this may include your name, date of birth, home or business address, telephone number, email address, organisation name, job title, membership number and grade, examination and qualification records, bank and payment details, education and training information, IP address, CPD records and information about your interests and preferences.

We may also collect special category personal data where this is necessary and there is an appropriate legal basis for doing so.

How is personal data collected by IWFM?

We may collect personal data through the IWFM website, by email, post or telephone, through our events, conferences and other activities, through interactions with IWFM employees, members and volunteers, through our social media channels and discussion forums, and from third parties where there is an appropriate reason for them to provide information to us.

Why do we need your data?

We need personal data to provide and manage our products and services and to fulfil our role as a professional membership body.

This includes providing services to our members, learners, customers, suppliers and other stakeholders. We will only collect and process personal data that is appropriate and necessary for the purposes for which it is required.

How does IWFM use your personal data?

We use personal data to administer and manage IWFM membership, including membership grades, benefits, governance communications and financial transactions. We also use information to administer qualifications, assessments and training through IWFM and the IWFM Academy and to support continuing professional development.

Personal data may also be used to communicate with you, administer events and activities, respond to enquiries and complaints, manage investigations, maintain appropriate

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professional and organisational records, develop and improve our products and services, and meet our legal, regulatory, contractual and governance responsibilities.

Where appropriate, we may use your information to tell you about IWFM products, services, events, courses and other activities which we believe may be relevant to you.

IWFM will only process personal data where there is a lawful basis to do so. Depending on the circumstances, this may be because processing is necessary to perform a contract with you, to comply with a legal obligation, because it is in IWFM's legitimate interests or those of another party and those interests are not overridden by your rights, or because you have given your consent.

Where we process special category personal data, we will ensure that an appropriate additional legal condition for processing applies.

The use of cookies

IWFM's website uses cookies and similar technologies to support the operation of the website and help us understand how our digital services are used.

You can manage your cookie preferences through the cookie controls available on the IWFM website. Further information about the cookies we use and their purposes is available through our website.

Links to other websites

IWFM's website may contain links to websites operated by other organisations. These organisations are responsible for their own privacy practices and the way in which they collect and process personal data. We recommend reviewing the relevant privacy information when visiting an external website.

Who may IWFM disclose your personal data to?

IWFM will only share personal data where there is an appropriate and lawful reason to do so.

We may share information with trusted suppliers, contractors and data processors who provide services to IWFM, including technology and hosting providers, payment providers, qualification and education partners and organisations supporting our events and activities.

Information may also be shared with authorised IWFM member and volunteer representatives where necessary to administer membership or member activities, and with professional advisers, auditors, insurers, government, regulatory or law enforcement authorities where required or permitted by law.

Where an organisation processes personal data on IWFM's behalf, appropriate contractual and data protection arrangements will be put in place governing how that information may be used and protected.

IWFM does not sell personal data to third parties.

International customers and transfer of personal data internationally

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IWFM operates and works with members, customers, partners and suppliers internationally. This may mean that personal data is processed or accessed outside the United Kingdom.

Where personal data is transferred internationally, IWFM will ensure that an appropriate legal mechanism and safeguards are in place in accordance with UK data protection legislation. This may include transfers to countries recognised as providing an adequate level of data protection or the use of approved contractual safeguards.

Security

IWFM is committed to protecting the personal data entrusted to us and takes appropriate technical and organisational measures to protect information against loss, misuse, alteration, unauthorised access or disclosure.

Access to personal data is restricted to those who require it for legitimate organisational purposes. IWFM also maintains appropriate controls relating to the security of its systems and devices, access and authentication, secure storage and transfer of information, incident management and the management of third-party suppliers.

Data retention

IWFM will retain personal data for no longer than is necessary for the purposes for which it is being processed or where we are required to retain information to meet legal, regulatory, contractual or other legitimate organisational requirements.

The length of time information is retained will therefore depend upon the type of information and the purpose for which it is held. IWFM's retention arrangements set the appropriate retention periods for different categories of records.

When personal data is no longer required, it will be securely deleted, anonymised or otherwise appropriately disposed of.

Your rights

Data protection legislation provides individuals with a number of rights in relation to their personal data. Depending on the circumstances, these include the right to be informed about how your information is used, to access the personal data IWFM holds about you, to have inaccurate information corrected and, in certain circumstances, to request erasure or restriction of processing.

You may also have the right to object to certain processing, to receive personal data in a portable format and to rights relating to automated decision-making and profiling.

Where IWFM relies upon your consent to process personal data, you have the right to withdraw that consent at any time. Withdrawal of consent does not affect processing that has already taken place or processing which IWFM is required or otherwise permitted to undertake on another lawful basis.

If you wish to exercise any of your data protection rights, please contact governance@iwfm.org.uk. We may need to confirm your identity before responding to your request.

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Data protection responsibility and contact

IWFM has considered its obligations under data protection legislation and has determined that it is not required to appoint a statutory Data Protection Officer (DPO).

Day-to-day oversight of IWFM's data protection arrangements is undertaken by:

Johanna Wathen

Company Secretary and Data Protection Lead (DPL)

If you have any questions about this Privacy Policy, how IWFM processes your personal data or wish to exercise your data protection rights, please contact governance@iwfm.org.uk or write to:

Governance Department
Institute of Workplace and Facilities Management
Thremhall Park
Start Hill
Bishop's Stortford
Hertfordshire
CM22 7WE

Making a complaint

IWFM is committed to protecting your personal data. If you have concerns about the way in which your information has been handled, please contact the Company Secretary and Data Protection Lead at governance@iwfm.org.uk so that we have the opportunity to consider your concerns.

You also have the right to complain directly to the **Information Commissioner's Office (ICO)** if you are dissatisfied with the way in which your personal data has been handled. Current information about how to make a complaint and the ICO's contact details is available from the ICO.

Changes to our Privacy Policy

IWFM will review this Privacy Policy periodically and may update it to reflect changes to our activities, the way we process personal data, legislation or regulatory guidance.

The most current version of the Privacy Policy will be published on the IWFM website.

Version	Date	Summary of changes	Owner
5.0	August 2026	Full review and update of Privacy Policy, including UK GDPR terminology, current data processing arrangements and Data Protection Lead responsibilities.	Company Secretary & Data Protection Lead