

Member Privacy Policy

Privacy Policy

This Privacy Policy outlines how The Institute of Telecommunications Professionals (ITP) collects, processes, and stores personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Who Is Responsible for Your Data?

The Institute of Telecommunications Professionals (ITP) is the data controller responsible for your personal data.

Address: Paramount House, 1 Delta Way, Egham, TW20 8RX

Telephone: 01932 788 861

Data Protection Officer Name and Email: Hanna Bland. DPO@theitp.org

What Purposes Will Your Data Be Processed For?

By joining The Institute of Telecommunications Professionals (ITP), your personal data will be processed to manage your membership and facilitate your access to exclusive content, discussions, and resources within our unique online platform. This includes participation in forums, access to articles, news, and industry resources, as well as registration for ITP-hosted events and those of our partners. We will also collect and use your personal data for administrative purposes, such as processing your CPD records.

Your data helps us provide access to the various parts of our website, manage and update membership records, fulfil your requests for goods or services, and support your orders. We may also use your data to contact you regarding your orders or to notify you of important changes to our services and website.

Lawful Basis for Processing:

Your personal data is processed under the following lawful bases:

- ▶ Contractual Necessity - To manage your membership and provide you with requested services.
- ▶ Legitimate interests – to administer membership and training, manage our professional community, improve our services, maintain engagement with members and apprentices, and ensure the effective operation of our organisation, provided these interests are not overridden by your rights and freedoms.
- ▶ Consent - We will only send electronic marketing where we have your consent or are permitted to do so under Privacy and Electronic Communications Regulations (PECR). You can unsubscribe at any time.

With your consent, we might also reach out with information on other products and services we offer, through email, phone, or post. If you no longer wish to be contacted, please inform us.

If you choose to submit your curriculum vitae, rest assured that the personal information within will not be used for purposes other than securely storing the document in compliance with The UK General Data Protection Regulation (GDPR). We will only share this data with specified third parties at your explicit request. Please note that this may involve sharing your data with organisations outside the European Economic Area (EEA), where the protection of your data may differ from the standards within the EEA.

What Data Will We Process?

We will process the personal data you provide during your registration for the ITP platform, as well as any additional information you submit as a member, such as your name, contact details, and professional background.

Your information may be shared with third parties, such as group companies and payment providers, who act on our behalf to fulfil orders, process payments, and deliver services as outlined in this policy or with your approval. These third parties may process your data to assist in completing transactions and managing orders.

If you've given consent, we may allow carefully selected third parties to contact you with information about their products, services, or organisations that might be of interest to you. These parties may reach out to you by post, phone, or email. If you no longer wish to receive such communications, please notify them directly.

Profile information you choose to make visible on the platform will be accessible to other members. You can control what information is visible via your account settings. Additionally, your information may be shared with third parties to facilitate your participation in specific activities or events you choose to join.

If you attend an ITP networking event, your information (name, company, and email address) will be shared with other participants as part of the networking process. You will have the option to opt out of this sharing when you receive your E-Ticket for the event.

If we obtain your registration information from your employer, we may inform them of your registration with ITP.

In the case of a joint venture, sale, or merger with another business, your information may be shared with the new partners or owners.

Where personal data is transferred outside the UK, we ensure appropriate safeguards are in place in accordance with UK data protection law, such as adequacy regulations or standard contractual clauses.

We will only share personal data where necessary for the purposes set out in this policy, where required by law, or where we have a lawful basis to do so.

How Long Will We Retain Your Data?

Your data will be retained and processed for as long as you remain an active member of the ITP platform. Once your membership ends, we will either remove or anonymize your data, unless we are legally or regulatory required to retain it. We implement robust security measures to protect your information from unauthorised access, unlawful processing, accidental loss, destruction, or damage. Inactive/former members, data will be kept for 7 years after the membership ends and will be destroyed in line with our Data Protection Policy.

To safeguard your privacy, ITP is registered and seeks full compliance with the UK GDPR legislation and Data Protection Act 2018. Additionally, ITP is registered with the Information Commissioner's Office (ICO) and has a designated data protection officer to oversee our privacy practices.

Changes To Our Privacy Policy

Any future changes to our privacy policy will be posted on our websites and, where applicable, communicated to you via email notification.

Your Rights Regarding Your Personal Data

Under data protection laws, you have several rights regarding your personal data, including

- ▶ Right to access – request a copy of the personal data we hold about you.
- ▶ Right to rectification – Request corrections to any inaccurate or incomplete data.
- ▶ Right to ensure – Request the deletion of your data under certain conditions.
- ▶ Right to object/restrict processing – Object to or restrict processing in specific circumstances.
- ▶ Right to data portability – Request the transfer of your data to another organisation where applicable.
- ▶ Right to withdraw consent - Where processing is based on your consent, you may withdraw this at any time without affecting the lawfulness of processing carried out before withdrawal.
- ▶ Right to complain - You have the right to lodge a complaint with the Information Commissioner's Office (ICO) if you believe your personal data has been handled unlawfully. You can contact the ICO at www.ico.org.uk.

If you wish to exercise any of these rights or have any questions about how your data is processed, please contact us.

You are entitled to review the information we hold about you and request any necessary changes to ensure its accuracy and currency. To do so, you can either contact us directly or log in to your membership area on the website.

Policy Review

This policy is reviewed annually or as needed in response to legal or organisational changes.

Signed and Approved By	Charlotte Goodwill
Job Title	Chief Executive Officer
Signature	
Date Signed	22/01/2026

Document Management

Owners: Hanna Bland (DPO & Financial Controller)

Last Review Date: 22/01/2026

Next Review Date: 22/01/2027

Version Control

Version	Date	Change
Version 01	17/03/2025	New document
Version 02	22/01/2026	Change of Address. Rewording opening sentence. Amendment to Legitimate Interests. Inclusion of Privacy and Electronic Communications Regulations (PECR). Addition of Right to Withdraw and Right to Consent.