

Institute for Supply Management®

ISM®

Privacy Notice



Product Purchases

This privacy notice tells you about the information we collect from you when you purchase one or more of our products. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

Who are we?

We are the Institute for Supply Management®, Inc..
Our address is:
309 W. Elliot Rd., Suite 113
Tempe, AZ 85284
USA

You can contact us by mail at the above address,
by email at:

membersvcs@ismworld.org

or by telephone at +1 480.752.6276 option 8.

We are not required to have a data protection officer, so any enquiries about our use of your personal data should be addressed to the contact details above.

What personal data do we collect?

When you purchase products from us, we ask you for your name, address, contact telephone number, email address and credit card information.

Why do we collect this information?

We will use your information to verify your credit card details for your purchase, process your order and to send you your goods. We will also send you a receipt via email and we may use your email or telephone number to contact you regarding your delivery.

We require this information in order to process your payment, deliver your goods and fulfil our contract with you

What do we do with your information?

Your information is stored in our order processing system which is based with the United States of America.

Your credit card details are passed to a third-party payment processor which is based in the USA and is certified to the EU-US Privacy Shield (which requires effective safeguards for your information). We do not retain your credit card information.

If you have ordered books from ISM, we use a third party warehouse and fulfilment company

called Offsite Fulfilment and utilize UPS to ship our products. If you have purchased a digital resource we may utilize one of our third-party suppliers; MCI, ITS, Pearson Vue, Crowd Wisdom or Boxwood to provide you access to the product(s) you have purchased.

Your information will be used to market other products and services to you. Your information may be anonymised and aggregated and used for research purposes by our CAPS Research or ISM® *Report on Business*® groups.

We do not use the information you provide to make any automated decisions that might affect you. We do not share your information with third party companies for marketing purposes.

How long do we keep your information for?

We keep your information active for 5 years from your last order or end of your membership or expiration of your certification (whichever is last). We then inactivate your information and store it in an encrypted database.

Your rights over your information

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate.

You can also ask us to give you a copy of the information and to stop using your information for a period of time if you believe we are not doing so lawfully.

You can request that your personal information be removed from our database.

To submit a request by email, post or telephone, please use the contact information provided above.

Your right to complain

If you have a complaint about our use of your information, you can contact the Information Commissioner's Office via their website at www.ico.org.uk/concerns or write to them at:

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