

Institute for Supply Management®

**ISM**®

Privacy Notice



Membership

This privacy notice tells you about the information we collect from you when you purchase a membership. 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](mailto: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 a membership from us, we ask you for your name, address, contact telephone number, email address and payment information.

We also allow you to complete a profile with additional information that includes: job title, employer name, web and social media details, gender, job function, ethnicity, date of birth, education, alias and photographs.

## Why do we collect this information?

We will use your information to verify your payment details for your purchase, process your order and provide you membership benefits. We will also send you a receipt via email.

We require this information in order to process your payment, provide you membership benefits and fulfil our contract with you.

Optional profile information is collected for networking and tracking purposes, it allows us to better market to you and create statistical information about our membership.

## What do we do with your information?

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

If you are paying by credit card, 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.

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.

Your optional profile information is used for statistical evaluations of our membership. This information allows ISM® to develop new product offerings and better serve our membership. This information may also be used for research purposes by our CAPS Research and ISM® *Report on Business*® groups.

Your information personal information, including your name, address, contact telephone number and email address will be shared with your local ISM affiliate.

We do not use the information you provide to make any automated decisions that might affect you.

## 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](http://www.ico.org.uk/concerns) or write to them at:

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