

Institute for Supply Management®

ISM®

Privacy Notice



Membership

This privacy notice tells you about the information we collect when you purchase an ISM® membership or receive a membership through your company's participation in our Corporate Program.

In collecting this information, we are acting as a data controller and, by law, are required to provide you with information about us, why and how we use your data, and the rights you have over your data.

Who are we?

We are **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, opt. 8.

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

What personal data do we collect?

When you purchase an ISM® membership or receive membership through your company's Corporate Program participation, we ask for your name, address, contact telephone number, email address and payment information (if applicable).

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, date of birth, education, alias and photographs.

Why do we collect this information?

We use your information to verify payment details, process your order and provide membership benefits. If membership is part of a Corporate Program benefit, we use your information to process your company's order and provide you with membership and other program benefits. We also send you confirmation(s) via email.

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

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 within the U.S. If membership is through ISM's Corporate Program, we provide verification of enrollment and engagement to your employer.

If you are paying by credit card, your credit card details are passed to a U.S.-based, certified third-party payment processor; its privacy policy found [here](#). In most cases, we do not retain your credit card information. For those enrolled in auto renewal, credit card details are encrypted and used for the sole purpose of membership renewal.

Your information will be used to market other products and services to you. Your information may be anonymized and aggregated and used for research purposes by ISM and ISM affiliated research 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 ISM and ISM-affiliated research groups.

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

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 five years from your last order, website login, membership year or certification expiration (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 any inaccuracies.

You can also ask us for a copy of the information, as well as 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 mail, email 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 in writing:

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