



Privacy Policy

CIFA is a data controller and committed to protecting the rights of individuals in line with data protection legislation. This privacy policy conforms to the requirements of the Data Protection act 2018 regulations and may be changed as necessary to reflect changes in the law or in the provision of our services.

CIFA has procedures in place to answer any concerns you may have in regards to Data Protection. Please contact our registered address.

We may use your personal information to:

- Communicate with you.
- Manage payments.
- Administer and manage your membership with CIFA.
- Provide customer support.
- Monitor examination performance.
- Maintain certification and/or accreditation details.
- Maintain CPD records.
- Enhance our certifications and services.
- Fulfill disciplinary and regulatory functions.

The legal basis for using your information:

- Where it is contractually needed to provide you with our products or services
- Where it is in our legitimate interests to do so
- To comply with our legal obligations
- With your consent
- In the public interest



We only share information with:

- Companies that introduce you to us, including your employer and accredited training provider
- Other professional bodies
- Examination delivery partners
- Third parties whom we use to help deliver our products and services.
- Any relevant regulators
- Companies you ask us to share your information with

Marketing

We may use your information, as necessary, to send you notifications and respond to you when you contact us. We may also use your information to promote new features or products that we think you may be interested in.

How long we keep your personal information.

We will keep your personal information for as long as you are a customer and/or member of CIFA. After you stop being a customer and/or member, we may keep your data for one of the following reasons:

- To respond to any questions or complaints
- To maintain records according to rules that apply to us

We may also keep your data if we cannot delete it for legal or regulatory reasons or for statistical purposes. If we do, we will ensure that your privacy is protected, and the data only used for those purposes. We do not store any payment card information.

Your rights under data protection laws

As a data subject you have certain legal rights regarding data protection:

- The right to be informed.
- The right to request access to your personal information.
- The right to have your personal information corrected.
- The right to object to certain processing of your personal information
- The right to restrict the processing of your personal information.



- The right to have your personal information erased.
- The right to move, copy or transfer your personal information.
- Rights in relation to automated decision-making

Please note that, under certain circumstances, your right to have your personal information erased may be limited. Please keep us informed if your personal information changes during your relationship with us.

Requesting a copy of information held

You can request a copy of the personal information we hold on you by completing a subject access request (SAR) form or by writing to us.

If you have any queries about CIFA and the data protection policy, please feel free to contact us.

You also have the right to contact the [Information Commissioner's Office](#).

More information about CIFA Education Management can be found at www.cifa.ac