

*it*SMF International

The IT Service Management Forum

ITSMF International Privacy Policy

Please read this policy carefully to understand how we collect, use and process your personal data.

ITSMF INTERNATIONAL complies with all relevant legislation related to Data Protection and requires that its Chapters comply with the relevant data protection Legislation in their jurisdictions.

Definitions

ITSMF INTERNATIONAL LIMITED means any digital application operated by ITSMF INTERNATIONAL LIMITED. Then this Privacy Policy applies to that application.

ITSMF INTERNATIONAL LIMITED means ITSMF INTERNATIONAL LIMITED, a company limited by guarantee, registered in England (number XXXXXXXX).

ITSMF INTERNATIONAL LIMITED Website means www.itsmfi.org and any other website operated by ITSMF INTERNATIONAL LIMITED which states that this Privacy Policy applies to that website.

Introduction

The ITSMF INTERNATIONAL LIMITED Websites and ITSMF INTERNATIONAL LIMITED Applications, including all information and materials contained on them, are managed by ITSMF INTERNATIONAL LIMITED.

For any questions regarding this Privacy Policy please contact us using the details below.

ITSMF INTERNATIONAL LIMITED is committed to ensuring the privacy of all our users. This Privacy Policy governs all pages on the ITSMF INTERNATIONAL LIMITED Websites and the operation of the ITSMF INTERNATIONAL LIMITED Applications. It does not apply to pages or applications hosted or operated by other organisations, including the websites or applications of ITSMF INTERNATIONAL LIMITED Chapters or related organisations or third party sites. The ITSMF INTERNATIONAL LIMITED Websites and ITSMF INTERNATIONAL LIMITED Applications may be linked to the websites/applications of such other parties, but those other sites may have their own privacy policies which apply to them.

ITSMF INTERNATIONAL LIMITED requires that its Chapters undertake to comply with the relevant legislation related to Data Protection and Privacy of Information collected on their websites or applications including the provisions of the Council of Europe Data Protection Frameworks and legislation ; refer

Consent

By using any ITSMF INTERNATIONAL LIMITED Website and/or ITSMF INTERNATIONAL LIMITED Application, you consent to the terms of this Privacy Policy. ITSMF INTERNATIONAL LIMITED may change the terms of this Privacy Policy from time to time. Your continued use of the ITSMF INTERNATIONAL LIMITED Website and/or ITSMF INTERNATIONAL LIMITED will be on the terms of this Privacy Policy as amended from time to time.

What types of information do we collect and store?

The type and amount of information we receive and store depends on how you use the ITSMF INTERNATIONAL LIMITED Websites and/or ITSMF INTERNATIONAL LIMITED Applications. You can access most of the pages on the ITSMF INTERNATIONAL LIMITED Websites without telling us who you are and without revealing any personal information. Our web servers collect anonymous logs during user visits to the ITSMF INTERNATIONAL LIMITED Websites which provide valuable information for improving it in the future.

For more information see [our "Use of Cookies" page](#)

We do not collect personal information (such as your name, address, phone number or e-mail address) on the ITSMF INTERNATIONAL LIMITED Websites or ITSMF INTERNATIONAL LIMITED Applications unless you choose to provide it. For example, where you express an interest in joining or otherwise contributing to ITSMF INTERNATIONAL LIMITED, sign a petition or email action or subscribe to our email updates. If you apply for a job or volunteer role at ITSMF INTERNATIONAL LIMITED we will collect information so that we can process your application and assess your suitability for the role. On ITSMF INTERNATIONAL LIMITED Applications, we automatically collect only randomly generated unique user number to identify your application, and other non-personal information.

How do we use information collected?

Your personal information will be retained by ITSMF INTERNATIONAL LIMITED and its service providers in a secure environment, will be kept confidential, and will only be used in connection with the purposes for which it is submitted, or as otherwise explained on the ITSMF INTERNATIONAL LIMITED Website or ITSMF INTERNATIONAL LIMITED Application, or as necessary for us to comply with our legal obligations. For example, personal information submitted for the purposes of subscribing to membership will be used to process that membership application and personal information submitted with an expression of interest in joining ITSMF INTERNATIONAL LIMITED will be used to action your expression of interest in joining ITSMF INTERNATIONAL LIMITED and provide you with information about ITSMF INTERNATIONAL LIMITED.

Security

We take appropriate security measures to ensure that we keep your information secure, accurate and up to date, and that we only keep it for as long as is reasonable and necessary. However the transmission of information over the Internet is never completely secure, so while we do our best to protect personal information, we cannot guarantee the security of information transmitted to the ITSMF INTERNATIONAL LIMITED Websites and/or ITSMF INTERNATIONAL LIMITED Applications.

Sharing of your personal information

The information you provide will not be sold or rented nor will it be shared with third parties unless we have your permission, or are required to disclose the information by law or in the following circumstances:

1. **Sharing with ITSMF INTERNATIONAL LIMITED Chapters and Structures:**
In addition to ITSMF INTERNATIONAL LIMITED, there are several ITSMF INTERNATIONAL LIMITED Chapters and Structures located around the world, including within the UK. An ITSMF INTERNATIONAL LIMITED Chapter is a formally constituted body which carries out ITSMF INTERNATIONAL LIMITED's work in a given country, state, territory or region. Similarly, an ITSMF INTERNATIONAL LIMITED Structure is a national or regional body established by ITSMF INTERNATIONAL LIMITED to promote and implement ITSMF INTERNATIONAL LIMITED's vision and missions. ITSMF INTERNATIONAL LIMITED may share your personal information with ITSMF INTERNATIONAL LIMITED Chapters and Structures located around the world, who may then use your personal information in connection with their activities related to ITSMF INTERNATIONAL LIMITED or about ITSMF INTERNATIONAL LIMITED's activities in general. For example, if you have expressed an interest in joining ITSMF INTERNATIONAL LIMITED, we may share your contact details with your local ITSMF INTERNATIONAL LIMITED Chapter or Structure.
2. **Hosting and processing:**
The ITSMF INTERNATIONAL LIMITED Websites and ITSMF INTERNATIONAL LIMITED Applications are hosted by third party service providers and therefore any personal details you submit through the ITSMF INTERNATIONAL LIMITED Website and/or ITSMF INTERNATIONAL LIMITED Applications may be processed by that third party service provider. We may also use other third parties to process your personal details. For example, such third parties may process your personal information to action expressions of interest to join ITSMF INTERNATIONAL LIMITED, process contributions to ITSMF INTERNATIONAL LIMITED on our behalf or process and forward mailing information for users sign up to our online actions and/or choose to subscribe to our email updates. All of these third party services providers will process your personal information only on ITSMF INTERNATIONAL LIMITED's behalf and will be bound by strict confidentiality conditions.
3. **Payment processing and fraud:**
Where submitted, your card details may be disclosed to banks or relevant financial institutions to arrange payments. In the case of a suspected

fraudulent transaction, your details may be further disclosed for the sole purpose of performing further checks (for example, disclosure to a credit checking agency).

The disclosure of your personal information discussed above may involve transfer of that information outside of the UK and European Union. Countries outside of the European Union, such as the United States, may not have data privacy laws as strong as those in force in the European Union.

Use of cookies

A cookie is a text-only piece of information that a website transfers to your computer's hard disk so that the website can remember who you are. A cookie will normally contain the name of the Internet domain from which the cookie has come, the "lifetime" of the cookie, and a value, usually a randomly generated unique number.

If you wish to restrict or block cookies you can set your internet browser to do so - click on the following link for more information: www.aboutcookies.org.

Please refer to our "Use of Cookies" document for more detailed information on cookies and how ITSMF INTERNATIONAL LIMITED uses them.

Access to your personal information

You may have rights of access to personal information that we hold about you, to correct that information or, in some circumstances, to object to our processing of your information, under data privacy law. If you wish to exercise any of these rights or have any questions about this policy, please contact:

ITSMF INTERNATIONAL LIMITED, International Secretariat

Suite 4, 45-51 Ringwood Street Ringwood Victoria Australia 3134

Or please e-mail us at international@itsmf.org.au