

*it*SMF International

The IT Service Management Forum

ItSMF Membership and Member Privacy

Your Privacy Rights

This Privacy Policy describes how ITSMF International (“ITSMF”) collects, uses, shares, and retains personally identifiable information you provide.

The Policy is effective as at 2nd May 2016.

This Privacy Policy is intended as guidance for the compliance with privacy practices by ITSMF chapters, which are separate legal entities that – depending on where they are located, may be subject to different laws and requirements than those of ITSMF (to understand how chapters use personal information, please contact them directly).

This Privacy Policy also does not cover the practices of our business partners (such as vendors, sponsors, or advertisers), nor does it apply to personally identifiable information that we collect from or about our employees, consultants, contractors, vendors, licensees, sponsors, or advertisers.

Modifications to this Policy

From time to time, ITSMF may need to update or modify this Privacy Policy, including to address new issues or to reflect changes on our web sites, including our main site located at www.itmfi.org (“Sites”). To the extent required by law, ITSMF will notify you of material changes to this Privacy Policy, including by posting the most recent version of the Privacy Policy and information about the changes from the previous version on ITSMF web sites.

International Visitors

ITSMF International is registered in the UK . If you are providing personally identifiable information and are not a resident of the United Kingdom, your country’s laws governing data collection and use may differ from those in the United Kingdom, in particular, the UK may not provide the same level of protections as those in your own country. By providing information to ITSMF, you are transferring your personal data to the United Kingdom, and you consent to the transfer to, retention of and processing of your data in the United Kingdom.

Collection of Personally Identifiable Information

ITSMF collects and maintains a variety of personally identifiable information, including email addresses, phone numbers, credit card and other payment information, business and home addresses, as well as demographic information such as courses or areas of study in which you may be interested. ITSMF collects information directly from you through, for example, online registration forms, as well as offline, through exam or event registration forms. Information is collected and maintained from members, exam candidates, those who have been certified by ITSMF, applicants, event attendees, speakers, participants in ITSMF programs, purchasers of ITSMF products and services, current and past web site users, survey respondents, and others.

To the extent that information requested is not required for your participation in a given ITSMF program, you will be told which information is optional. Should you fail to provide optional information, certain ITSMF programs or features may not be available to you.

ITSMF may also maintain information about you that you do not directly provide, whether it is information received from third parties, such as business partners who provide exam administration services, or information ITSMF collects about your activities. For example, ITSMF may keep track of which events you have attended, which exams you have taken, which boards and committees you have served on, and which offices you have held.

Passive Online Data Collection

ITSMF may also collect certain information passively, such as collecting online, non-identifying information through the use of cookies technology and/or Internet Protocol ("IP") address tracking. Such Non-personal identification information might include the browser used by you, the type of computer, the operating systems, the Internet service providers, and other similar information. The ITSMF system may also automatically gather information about the areas you visit on the Site and about the links you may select from within the Site to other sites.

Note: Most browsers are set to accept cookies. You can set yours to refuse cookies, or to alert you when cookies are being sent; however, if you disable cookies, the full functionality of our sites may not be available to you.

On the ITSMF Sites, there may be certain third-party advertisers whose advertisements contain cookies that collect data from you. Some of those cookies may contain tracking mechanisms that observe your behaviour across multiple Sites. **ITSMF does not control the use of cookies by advertisers or third parties displaying data on the Sites or on the sites you visit using links from the Sites.**

Note: Some of our vendors may use DART cookies, a DoubleClick product by Google, which you can opt out of by visiting www.doubleclick.com/privacy/dart_adserving.aspx.

Online Professional Networking Features – Public Display of Information

Online web site users should be aware that professional networking features are public in nature, thus any contributions and postings you make to our Sites will be viewable by other web site users, and will be associated with the personally identifiable information in your public profile (which includes your name, user name, and other optional information you may choose to include). If you decide to participate in our professional networking features, keep in mind that your personally identifiable information (for example, your name and online name), along with any substantive information you disclose in the communication you decide to post, will be publicly accessible and viewable by others who visit that area. In addition, we may highlight certain users' postings or contributions to other members of the professional networking features. For example, those who participate actively in our social networking features, like contributing materials and engaging in certain online activities, will be listed as "active members" in a roster that is viewable by all other registered users. It is possible that your posting may result in unsolicited messages from third parties. Such activities are beyond the control of ITSMF, and ITSMF makes no guaranties about the discoverability of your identity.

Use, Sharing and Retention of Personally Identifiable Information

ITSMF may from time to time use personally identifiable information for the purposes described at the time of collection or as otherwise described to you, to process your requests, and to report to others about whether you are certified or not.

ITSMF may also publish the names, titles, country and business affiliations of officers, committee members and others who have assisted with initiatives or projects.

ITSMF may also use your information, as permitted by law, to provide you with information about ITSMF, our products and services or other products and services in which we believe you may be interested, or for other legitimate ITSMF business purposes, including order processing, processing of certification or membership applications, or registering you for event or training programs. We may also use your personally identifiable information to tailor your experience at our sites, to compile and display content and information that we think you might be interested in, and to provide you with content according to such preferences.

ITSMF may also share personally identifiable information with third parties for legitimate business purposes, including for the following reasons or in the following circumstances:

- To vendors or third-parties who deliver or provide goods and services or otherwise act on behalf of or at the direction of ITSMF, which third parties include, for example, exam testing agencies and training providers and partners, product-fulfilment companies, third-party event hosts, other third parties who may provide services on web sites that are accessible from links on one of our Sites, and credit card companies processing payment;
- To ITSMF volunteers and board members;
- To ITSMF chapters;
- If you are an event attendee, speaker, or sponsor, certain of your information will be included in the event program or promotional material, which program will be publicly disclosed, and may also be shared with third-party event sponsors and exhibitors;
- If you use the Career Centre on our website, your information may be accessible to potential employers or recruiters;
- To those who wish to determine if you are certified under any itSMF or external Partner (e.g. AXELOS) APD scheme, your certification status will be shared with those who inquire;
- To investigate potentially fraudulent or questionable activities;
- In anticipation of and in the course of an actual or potential sale, reorganization, consolidation, merger, or amalgamation of all or part of our business or operations; and
- When we believe it is necessary to cooperate with law enforcement or in response to a government request, including if specifically requested or required, as otherwise permitted by law, and for other valid ITSMF business purposes.

ITSMF also may use your profile information on an aggregate basis – without personal identifiers – to provide third parties with information, such as to help us develop new features and content for the Sites, and to provide Sponsors and others with aggregate information about our users and the usage patterns of the Sites.

ITSMF retains personally identifiable information for as long as necessary for its legitimate business purposes, and as otherwise permitted by applicable law.

Security

ITSMF uses reasonable measures to safeguard sensitive personally identifiable information. However, ITSMF cannot guarantee that your information will remain secure. The Internet by its nature is a public forum.

Often, you are in the best situation to protect yourself online. You are responsible for protecting your ITSMF International username and password from third party access, and for selecting passwords that are secure.

Links to Third-Party Sites

From time to time, ITSMF will provide links to third-party web sites, or advertisements will contain links to third-party sites. For example, ITSMF may link to a third party who is assisting in or is providing online training services or is a Sponsor of an event. These links are provided as a service to you and the linked sites are operated by independent entities that have their own privacy policies. ITSMF's Privacy Policy does not apply to such other sites or to the use that those entities make of your information. ITSMF has no control over the content displayed on such sites, nor over the measures, if any, that are taken by such sites to protect the privacy of your information.

Our site may also serve third party ads or other content that contains their own cookies or tracking technologies. We do not control the use of those technologies.

How to Contact ITSMF and Modify Your Information or Preferences

Questions regarding this Privacy Policy should be directed to ITSMF's Customer Support by email at international@itsmf.org.au. If you would like to modify the types of marketing email messages you receive from ITSMF, you may do so by following the instructions within the body of any email message that you receive from us.

To help us keep your personal information up to date, or to request access to the personal information ITSMF maintains about you, you may go online to your personal profile and update your information in that area or contact us at international@itsmf.org.au.

Children

ITSMF does not knowingly collect personally identifiable data from persons under the age of 13.

THIS WEBSITE USES INFORMATION GATHERING TOOLS INCLUDING COOKIES, AND OTHER SIMILAR TECHNOLOGY.

BY USING THIS WEBSITE, YOU CONSENT TO USE OF THESE TOOLS