

We fully respect your right to privacy when using our services. Here you will find details of our privacy practices and what we are doing to maintain your right to privacy in accordance with the General Data Protection Regulation (EU) 2016/679.

What information do we collect?

We may collect personal information when you use any of our services. The amount and type of information we collect depends on which service you require, but we will only obtain as much information we need for the purpose of fulfilling that service.

We only process information that you provided and consent to it being processed for the purpose of delivering our services.

We will only store your personal information for as long as this is needed to complete the necessary processes of fulfilling our services.

We will only contact you for the purpose of providing you with information that is relevant to the services you requested. We may pass your information to third parties only if this is required for the purpose of providing the service.

We will never share your personal data with third parties for the purpose of marketing or promotion unless you having given us your consent to do so.

How will we use the information we collect?

We process your information for the purpose of providing you with our services. This includes some or all of the following:

- Managing your registrations, requests and enquiries you have submitted to us.
- Allowing you to create online accounts and receive the benefits of being a registered user when using our online services.
- Helping us to know what you need and providing opportunities to give us feedback, so we can tailor and improve our products and services appropriately.
- Providing you with information about products and services offered or promoted through us that you have opted in to receive.
- Conducting data and statistical analysis to monitor performance of our services and make improvements.

We may disclose the information to a third party where we have a legal obligation to do so. We will not share with or sell your personal information to any other organisation, unless you consent to this.

How do we look after your information?

All the information we collect about you and your organisation is stored electronically on secure servers hosted and maintained by a UK/EU third parties but managed by us.

The principles of the General Data Protection Regulation (GDPR) require us to make sure your data is accurate, kept up-to-date and that we keep it for no longer than is necessary.

To meet these requirements:

- We will update your data at your request as soon as practicably possible, or allow you to update your details directly online.
- Provide you with all the information we hold on you within a month. Where technically appropriate we will allow you to see details of the information we store about you online.
- Remove your data at your request, but only if this is in accordance with the law and with the understanding that this will invalidate the services we provide such as for example providing you with proof of competency. In such cases we can only remove your data from our systems if you agree to surrender such proof.
- If you have opted in to get updates on our products or services, any information we send you will include details to let you unsubscribe.

Do we monitor online activity?

Using our online facilities will generate log files of your activity. These files do not capture personal information but do capture the user's IP address. These log files are securely stored. We make no attempt to identify individual users of our online facilities through our log files, unless we suspect that unauthorised access to our systems is being attempted. We reserve the right to attempt to identify and track any individual who is reasonably suspected of trying to gain unlawful access to computer systems or resources.

Your rights

Under the General Data Protection Regulation (EU) 2016/679 you have a number of rights. We have a legal obligation to uphold these rights. You can find all the information you need about these rights on the [Information Commissioner's website](#).

Access to your information, changes, and complaints

If you have an online account with us, then should be able to access and update most of your personal information online. To request a copy of all the information that we hold about you, correct any information that is inaccurate to which you do not have direct access, to unsubscribe from our services, or withdraw your consent to share information, you can contact us or write to us at:

The Ladder Association, PO Box 26970, Glasgow, G3 9DS, United Kingdom

For enquiries about the Ladder Association's data protection practices, you can contact Andrew Robertson, IT Officer by email at andrew.robertson@ladderassociation.org.uk or by phone on +44 (0)845 260 1048.

Should you wish to make a complaint about our collection or use of data, the UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals is the Information Commissioner's Office.



Peter Bennett
Executive Director
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