

DATA PROTECTION AND PRIVACY STATEMENT

This statement sets out how the Chartered Insurance Institute (“us”, “we”, “CII”) will use the personal information relating to its members and examination candidates, as well as prospective members and candidates. We may make changes to this statement from time to time to reflect developments in the law or in the provision of our services.

What personal information is collected and what it is used for

Data such as contact details, date of birth, employment details, membership history and details (including payment information and reasons for resignation), membership of local institutes, examination results, qualifications, CPD details, queries and complaints will be held by the CII and used for the following reasons:

- to administer and manage your membership;
- to maintain details of any accreditations;
- to monitor examination performance;
- to enhance and improve the CII’s service and qualifications;
- to maintain CPD records;
- to fulfil our disciplinary and regulatory functions; and
- to communicate with you.

Some of this information is provided by you when you make enquiries with us or with your application for membership or to sit an exam. Other information will be obtained during the course of your membership from you or third parties, such as employers or members of the public, to enable us to carry out the purposes set out above.

We may also use your information for customer profiling and marketing purposes unless you have asked us not to. This marketing may be by mail, telephone, fax or email. If you are receiving unwanted marketing, please contact Customer Service on customer.serv@cii.co.uk or 020 8989 8464. You can also write to Customer Service, The Chartered Insurance Institute, 42-48 High Road, South Woodford, London E18 2JP.

If you telephone our Customer Service department, we may monitor or record the call for training purposes or to assist us in carrying out the purposes listed above.

Sensitive Information

Some of the information we ask you for or which you provide may be sensitive personal data, such as information about medical conditions, criminal convictions or bankruptcy. We will not use such sensitive personal data except for the purposes of processing your membership and, in the case of information about medical conditions, for the purpose of making any reasonable adjustments where possible to enhance your membership or the sitting of examinations.

Disclosure of information to associated bodies or organisations

We share your information with the local insurance institute of which you became a member on joining the CII. The reasons for doing so will be limited to the purposes set out above.

If you are a member residing in Ireland or are a member of an Irish local institute, we may share your information with the Insurance Institute of Ireland. Again, this will be limited to the purposes set out above.

Disclosure of information to third parties

We do not disclose your information to any third parties or bodies with which we are not associated unless we have your permission to do so or are required to do so by law.

Where we have your consent, we may share your information with carefully selected third parties who may contact you by mail, telephone, fax or email to let you know about goods, services or promotions which may be of interest to you. We will never sell your personal data to third parties.

Where your employer pays for any of your tuition, including e-learning, examination entries, course books or membership fees, we will upon the employer's request provide your employer with details of your membership status and/or examination record, including attempts.

Obtaining the information we hold about you

You have a right to ask for a copy of your information and to correct any inaccuracies. Under the legislation, the CII is required to respond to your request within 40 days. If you would like a copy of the information we hold about you, please write to Customer Service, The Chartered Insurance Institute, 42-48 High Road, South Woodford, London E18 2JP. A fee of £10 is payable. Cheques should be made payable to 'The Chartered Insurance Institute'.