

ARB Privacy Notice

1. Purpose

The purpose of the notice is to inform what you can expect when the Architects Registration Board (ARB) collects personal data.

- 1.1 The Architects Registration Board ("**we**" or "**us**") take the privacy of your information very seriously. This policy explains how and for what purposes we use the information collected about you.
- 1.2 For the purpose of the General Data Protection Regulations ("**GDPR**") the Data Protection Officer of the Controller is the Governance Manager. Any enquiries relating to data protection or the use of information by ARB may contact the Data Protection Officer.
- 1.3 The Architects Registration Board is a body formed pursuant to and subject to the powers contained in the Architects Act 1997.

2. Data Controller

- 2.1 ARB is the data controller for any personal data provided to us. For the purpose of the Data Protection Act 2018 the data controller (the "**Controller**") is the Architects Registration Board, of 5th floor, 70 Gray's Inn Road, London, WC1X 8NH.

- 2.2 Our Data Protection Officer details are below:

Alice Pun
Architects Registration Board
5th floor, 70 Gray's Inn Road
London
WC1X 8NH
[+44 \(0\) 20 7580 5861](tel:+442075805861)
info@arb.org.uk

3. Personal information we hold

- 3.1 We may collect and process the following personal information or data about you:
 - (a) Information required to register with our CRM portal/My ARB or to access other services provided by us, including your name, address, date of birth;
 - (b) Your e-mail address and password;
 - (c) Continuing Professional Development (CPD) information, EDI information and criminal convictions and health information (if applicable)
 - (d) Qualifications, contact details, financial details and change of name details
 - (e) Other information that you provide by:
 - (i) filling in forms on the portal and/or uploading documents;

- (ii) sending hard copy forms and documents to us;

This includes any information provided in order to register for or use our CRM portal/My ARB (including for the purposes of downloading or receiving a copy of the UK Register of Architects), and any information which you provide in any application to be entered onto the UK Register of Architects;

- (f) A record of any correspondence between you and ARB
- (g) Details of accounting or financial transactions including transactions carried out through our CRM Portal/My ARB or otherwise (such as payment required in order to purchase a copy of the Register of Architects or to make an application to be added to the Register.) This may include information such as your credit card, debit card or bank account details;
- (h) Information we may require from you when you report a problem with our services;

4. How we acquire the data

- 4.1 Personal data is obtained from Registrants to perform our regulatory functions that requires that we obtain certain personal information from you in order to provide certain services (such as considering an application to be included in the UK Register of Architects).

5. Use of this information

- 5.1 The following describes the ways in which we process personal information. We process personal information to fulfil our statutory obligations in the delivery of the Architects Act 1997, to maintain our own accounts and records, and to manage our employees and service providers.

- 5.2 We will use this information to:

- (a) consider applications for entry onto the UK Register of Architects and add successful applicants to the UK Register of Architects;
- (b) provide information services (such as the provision of copies of the UK Register of Architects);
- (c) carry out and administer our statutory powers and obligations including:
 - (i) maintaining the UK Register of Architects;
 - (ii) recording CPD activities carried out by architects;
 - (iii) ensuring that architects meet our standards for conduct and practice;
 - (iv) investigating complaints about an architect's conduct or competence;
 - (v) making sure that only people on our Register offer their services as an architect.

- (d) carry out and administer any obligations arising from any agreements entered into between you and us
- (e) allow you to participate in features of our CRM portal/My ARB
- (f) notify you about changes to our portal
- (g) administer your orders with us
- (h) collect payments from you

6. Legal basis for processing data

6.1 The legal basis for processing shall be where:

- (a) processing is necessary for the performance of a task carried out in the public interest or in the exercise of our official authority to deliver the provisions of the Architects Act 1997;

7. Sharing of Data

7.1 Where necessary or required we share personal data with third parties. Examples of this include:

- (a) Credit or debit card payments which will be collected by our payment processor;
- (b) A third-party or successor organisation as part of a reconstruction or transfer of our statutory powers;
- (c) Third parties to whom we have delegated some of our functions including communicating with you others for the purposes of providing news updates and statutory notifications (amongst other things).
- (d) Third party companies for the purpose of outsourcing essential communications;
- (e) Where we are under a duty to disclose or share your personal data in order to comply with any legal obligation (for example, if required to do so by a court order or for the purposes of prevention of fraud or other crime);
- (f) With third-party organisations to allow them to maintain accurate records in respect of the title 'architect', where we consider it would be in the public interest to do so;
- (g) To protect the rights, property, or safety of ARB, our Site's users, or any other third parties. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction;
- (h) With contracted service providers who are employed to assist us in the delivery of our statutory obligations under the Architects Act 1997, including legal firms;
- (i) With third-party IT companies employed to provide data storage services;

- 7.2 Where information is shared with a processor, that information will be securely transferred, and the data processor contractually and legally obliged to maintain it securely, and only use it for the purposes intended

8. Retention of Data

- 8.1 Personal data will only be held for a period where there remains a legitimate purpose for its retention, as defined by ARB's retention and destruction policy (available upon request). After the expiration of that period, the data will be securely deleted.

9. International Transfers

- 9.1 As part of the services offered to you, the information you provide to us may be transferred to, and stored at, countries outside of the UK. By way of example, this may happen when we share MRA certificates directly with our MRA counterparts as part of the Mutual Recognition Agreement (includes Name, date of birth, good standing, degree award titles, awarding schools, and year of award). If we transfer your information outside of the UK in this way, we will take steps with the aim of ensuring that your privacy rights continue to be protected as outlined in this privacy policy.

10. Your Data Protection Rights

- 10.1 GDPR affords you with rights, which are summarised below. In order to assert any of these rights, you may contact the Data Protection Officer.
- (a) **Right of confirmation** – you have the right for confirmation as to whether your personal data is being processed
 - (b) **Right of access** – you have the right to obtain free information about any of your personal data we hold, or have transferred to a third country, and a copy of that information.
 - (c) **Right to rectification** – you have the right to have any inaccurate information held about you corrected. You have the right to add information to remedy any incomplete information we hold.
 - (d) **Right to erasure** – you have the right to have your personal data erased where one of the statutory grounds applies, so long as the processing of that data is no longer necessary
 - (e) **Right to restrict processing** – you have the right to restrict our processing of your personal data where a statutory reason applies
 - (f) **Right to data portability** – you have the right to receive a copy of your personal data in a structured, commonly used and machine-readable format
 - (g) **Right to object** – you have the right to object to our processing of your personal data
 - (h) **Right to withdraw consent** – where the basis of our processing your data is based on consent, you have the right to withdraw that consent

- (i) **Right to complain** – you have the right to complain to the Information Commissioner's Office about our processing of your data. The contact details for the ICO are available at www.ico.org.uk

11. How to Complain

If you have any concerns about our use of your personal information, you can contact us at info@arb.org.uk.

You can also complain to the ICO if you are unhappy with how ARB have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>