

Privacy policy

As a member or customer of the Association of Certified Digital Accounting Professionals (ACDAP), you may need to share personal data with us to use our services. In these cases, we act as

In such instances, we serve as the data controller, overseeing how and why your personal data is processed. Our privacy policy provides details on the following:

- The types of personal data we collect during your engagement with our services, the reasons for collecting it, who it is shared with, and how long we retain it.
- How we use and protect your personal data.
- Your legal rights regarding your personal data, including how to access and update it.

By continuing to use our services, you consent to our processing of your personal data as described in this policy.

Overview of the policy

This policy outlines how we use your information and our measures to safeguard your privacy.

We may give you additional details when collecting your personal data in certain situations. This policy is intended to complement any specific notices you receive, and both should be reviewed together to ensure you fully understand how and why we handle your data.

It's crucial that your personal data remains accurate and up to date so that we can provide our services effectively.

Data we collect

We collect personal data, which refers to information that can identify you. It includes, but is not limited to, data you provide through our website (acdap.org) and information from phone, email, and in-person communications.

Specific services we offer may involve collecting, storing, and transferring various types of personal data.

Additionally, like most websites, we use cookies to collect limited information about your use of our site, how you accessed it, and the type of device you used. For more details, please review our cookies policy.

Purpose of collecting your data

We can only use your personal data if we have a legal reason to do so. Besides situations where you've permitted us, we may also use your data when:

- It's required to meet our legal obligations
- It's necessary for our legitimate interests
- It's needed to fulfil our contract with you

Privacy policy

Sometimes, we might need to use your data for reasons not mentioned in this policy. In these cases, we will let you know and explain the legal reason for doing so.

Please be aware that we might use your data without your direct knowledge or consent if required or allowed by law.

Where your personal data is shared?

We generally do not sell or share your personal data with third parties. However, there may be occasions when we need to do so to provide our services to you or to comply with legal requirements. When we share your personal data with third parties, they must adhere to our privacy policy. This policy ensures that your data is used only for the intended purposes, processed according to our instructions, and handled according to legal and technical standards.

We are committed to protecting your email and communication privacy and will not disclose your contact details with any third parties for marketing without your consent.

How long will we retain your data?

We retain your data only as long as essential to fulfil the purposes for which it was collected. It includes any legal, accounting, or reporting requirements. To determine how long to keep your data, we assess factors such as the type, nature, and sensitivity of the data, the risk of unauthorised use or disclosure, the purpose of processing, and any applicable legal obligations.

Depending on your specific circumstances, we may retain different types of information for varying periods. For instance, we will keep records of complaints and disputes for up to seven years after resolution. This may include data about the complainant, the subject of the complaint, any witnesses, and details of the complaint and its outcome.

In some cases, data may be retained longer for research, archiving, or legal reasons, such as compliance with regulations or verification of achievements. When this occurs, we ensure that the data is securely stored and that access and processing are limited.

Sources of the data we collect about you

Typically, you provide your personal data directly to us through interactions on our website, by phone, via email, or during in-person meetings with our team. You may share your personal data with us when you:

- Set up an account on our website
- Apply for membership or renewal
- Reach out to us with an inquiry

Additionally, we might receive your personal data from third parties, such as your training provider or accredited employer.

Transferring your data internationally

If you are a UK-based member, we usually process your personal data within the EEA. However, we work with some external parties outside the European Economic Area (EEA), such as the UAE, Pakistan, Ireland, Australia, New Zealand, Canada, and the USA. These parties include chief examiners, training providers, external verifiers, our global branches, foreign embassies and high commissions, third-party service providers, overseas supervisory bodies, and international partners.

As a result, we may need to transfer some of your personal data to these countries, which might have different data protection standards. We will ensure that any such international data transfers are conducted with appropriate safeguards, including using EU Commission-approved standard contractual clauses, to ensure your personal data is protected to a similar degree as it would be within the EEA.

Ensuring the safety of your data

We will protect the security of your personal data and have implemented appropriate measures to:

- Safeguard your data from being accidentally lost, used, or accessed in an unauthorised manner or being altered or disclosed.
- Address and notify you and any relevant regulators of any suspected data breaches, as required by law
- Limit access to your personal details to employees, agents, contractors, and other third parties with legitimate business needs. They will only process your personal data according to our instructions and are required to maintain confidentiality.

Your privacy rights

You have the following rights regarding your personal data:

- **Access:** We can provide you with a copy of your personal data and check that it is processed legally.
- **Correction:** You can update or correct any incomplete or inaccurate information we have about you.
- **Erasure:** On your demand, we can delete your personal data if there's no valid reason to keep it or if you've successfully objected to its processing.
- **Objection:** We stop using your data on your request for direct marketing or if we're processing it based on legitimate interests.
- **Restriction:** You can ask us to limit how we use your data in certain situations, such as when you need it to make legal claims or verify its accuracy.
- **Transfer:** You can request that we transfer your data to you or a third party in a readable format.
- **Cancel consent:** If we process your data based on consent, you can withdraw it anytime. This won't affect any processing before your withdrawal but may impact your access to certain services.

Request procedures and outcomes

1 Concord Business Centre, Concord Road, London, W3 0TJ

Ph: +44 (0) 020 8146 9696 www.acdap.org

Review date:26/08/2024 Next review: 26/08/2025	Review No. 1	Doc Name: Privacy policy
---	--------------	--------------------------

Privacy policy

Requests related to changes in how we handle your personal data are usually free of charge, and we aim to respond within one month. However, please be aware of the following:

- We may need to ask for additional information to confirm your identity and ensure that we're disclosing your data lawfully.
- We might contact you to help expedite the process.
- An administrative fee may be charged for unfounded, repetitive, or excessive requests or for additional copies of your data.
- Sometimes, it may take longer than one month to resolve your request. If this happens, we'll notify you and keep you informed about the new timeline.
- Requests to restrict or delete your data could limit your access to our services and may end your relationship with us.

These rights are governed by law in your case and may not apply to all types of personal data or processing.

If you have concerns about how we manage your data, please get in touch with us. If you're dissatisfied with our response, you can file a complaint with our data protection regulator, the Information Commissioner's Office (ICO). For more details, visit the ICO website at www.ico.org.uk.

Links to other websites and services

The ACDAP website contains links to external third-party websites. When you click these links, your personal data might be collected or shared in ways different from this privacy policy. We recommend reviewing the privacy policies of any external websites you visit through the ACDAP website.

Policy updates and notifications (updated 26/08/2024)

We may occasionally update or modify the terms of this policy. If there are significant changes, we will notify you. Any personal information we hold will be subject to the latest version of our privacy policy, which is available on this website.

Get in touch

If you have, any questions about our privacy policy or want to request access to or changes to the use of your personal data, please contact us via email at contact@acdap.org or by mail at:

- 1 Concord Business Centre, Concord Road, London, W3 0TJ
- Tel: 020 8146 9696



Salman Khan
Chief Executive Officer