

The Institute of British Sign Language (IBSL)

Privacy Policy

IBSL is committed to safeguarding personal data. This Privacy Policy explains the data we collect and how we treat it in compliance with the General Data Protection Regulation (GDPR).

By submitting your personal information, you agree that we may use your information to improve your experience of our website, provide any services you choose to receive, monitor the quality of IBSL qualifications and improve any communication or services you receive from us.

We will take all reasonable steps to ensure that your information is treated securely and in accordance with our privacy policy.

What personal data we collect

We may collect and process the following personal data that you supply to us, including:

- Your email address, telephone numbers, postal address and job role information
- Information about your visit to our Website such as the items you searched for, viewed and length of visits to certain pages, page interaction information; also, the information you provide to us if you contact us, enter a competition, complete a survey, or request information.
- Information that you provide to us when enquiring about becoming or gaining approval as an IBSL Approved Centre.
- If you are a teacher or trainer we may receive information about you from an IBSL Approved Centre.
- If you are a Learner, we may receive information about you from an IBSL Approved Centre.
- In certain cases, we may collect sensitive personal information from you. For example, any special needs, Deaf/hearing, etc.
- If you are a consultant or provide goods or services to IBSL we may collect information on employment and qualifications.
- If you contact us, we may keep a record of that correspondence.
- If you pay for IBSL services, or we pay for your services, we may keep a record of bank details, we will not retain debit or credit card data.

How we use your personal data

We may use the information you have provided to us in the following ways:

- To provide you with goods and services that you have requested or contracted IBSL to provide. For example, connected with a registration, assessment or teaching of an IBSL qualification.
- To communicate with you in relation to contracted goods and services.
- To administer the services we provide to you.
- To help to assure IBSL and the qualification regulators of the integrity of IBSL qualifications.
- To notify you about any important changes to our products and services which may impact you, or your use of our site, or the Portal.
- To advise you about events connected with IBSL and BSL studies as part of IBSL's education programme.
- To fulfil any transaction for any goods or services you have requested.
- We may use statistical information collected to inform and improve our work.
- We may share your data with professional advisors, experts and consultants.

Security

We will not sell or license your personal information to any third party.

We may disclose your personal information:

- to provide you with any goods or services you have purchased or requested if this is necessary.
- if we are under a duty to disclose or share your personal data in order to comply with any legal obligation.

Where you have a username or password (or other identification information) which enables you to access certain services via our Portal, you are responsible for keeping the password confidential. We ask you not to share a password with anyone.

All personal information provided to us is stored on our secure server located in the UK. Any hard copy information that contains personal data is kept in locked and secured cabinets.

Please be aware that the transmission of information via the internet is never completely secure. Although we will do our best to protect your personal information, we cannot guarantee the security of information transmitted. Once we have received your personal data, we use strict procedures and security features to try to prevent unauthorised access.

Access to information

You have the right to request a copy of the information we hold about you at any time by contacting us at admin@ibsl.org.uk or writing to us at our registered address. Please include information that will enable us to verify your identity and £10.00, the current applicable fixed fee. We will respond within 30 days of a request.

Please note that there are exceptions to this right where we may be unable to make all information available to you if, for example, making the information available to you would reveal personal data about another person, if we are legally prevented from disclosing such information. Or if your request is manifestly unfounded or excessive.

We encourage you to contact us to let us know if any of your personal data is not accurate or changes, so that we can keep your personal data up-to-date.

You have the right to request the deletion of your personal data where, for example, your personal data is no longer necessary for the purposes for which it was collected, where you withdraw your consent to processing, where there is no overriding legitimate interest for us to continue to process personal data, or your personal data has been unlawfully processed. If you would like to request that your personal data is erased, please contact us at admin@ibsl.org.uk or writing to us at our registered address.

Right to object

In certain circumstances, you have the right to object to the processing of your personal data where, for example, your personal data is being processed based on legitimate interests and there is no overriding legitimate interest for us to continue to process your personal data, or if your data is being processed for marketing purposes. If you would like to object to the processing of your personal data, please contact us at admin@ibsl.org.uk or by writing to us at our registered address.

Links to other websites

Our site may contain links to the websites of our partners, affiliates, or other third-party organisations. If you follow a link to a third-party website, we recommend that you review the privacy policy of the third-party website before submitting any personal information.

iBSL does not represent or endorse the accuracy or reliability of any advice, opinion, statement or other information on these websites or the organisations they represent.

Cookies

A cookie is a small file, typically of letters and numbers, which may be placed on your computer when you access a website. Cookies generally allow the website to recognise your computer and browsing activity if you return to the website.

We use both persistent cookies and session cookies. Persistent cookies allow our website to recognise you when you return to our site another time. This provides us with useful analytics that help us optimise our website and your visits. Session cookies exist just for the life of your current visit whilst you have your browser open. They are not stored on your hard disk and are erased when you exit your web browser.

Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of our website.