

International Association for Languages and Intercultural Communication CIO (IALIC) customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

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Contact details

Email

ialicmembership@gmail.com

Post

IALIC CIO c/o Educational Studies Department, Goldsmiths, University of London, Lewisham Way, New Cross, London, , SE14 6NW, GB

What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery and third party referrals:**

- Names and contact details
- Addresses
- Information about research interests and languages spoken

We collect or use the following information to **receive donations or funding and organise fundraising activities:**

- Names and contact details
- Addresses
- Payment or banking details

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Address
- Customer or client accounts and records
- Financial transaction information

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another

organisation, or to you. [Read more about the right to data portability.](#)

- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide services and goods, including delivery and third party referrals** are:

- **Contract** – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- **Legal obligation** – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- **Legitimate interests** – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - Information concerning the research and language-related interests of members is used by IALIC to inform the planning of conferences and events organised by or associated with IALIC. This allows IALIC to benefit members by staging events that are more relevant to members' interests. It is not used for any other purpose. IALIC therefore considers that the benefits to members outweigh the risks involved in sharing this information.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information to **receive donations or funding and organise fundraising activities** are:

- **Contract** – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- **Legal obligation** – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- **Contract** – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- **Legal obligation** – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Where we get personal information from

- Directly from you

How long we keep information

Member personal information is retained by IALIC for ten years following the expiration of your membership and is then deleted.

Who we share information with

Data processors

Taylor & Francis

This data processor does the following activities for us: they provide copies of the Association journal Language and Intercultural Communication to IALIC members as part of membership benefits.

Host university\institution of IALIC conferences and events

This data processor does the following activities for us: they apply discounted registration fees for IALIC-affiliated events to IALIC members as part of membership benefits. Only the name, membership category and membership status of members are shared with event hosts, for the purpose of conference administration only. Where event hosts are outside of the UK member personal information is shared under exception 2 of Article 49 of the UK GDPR (sharing is necessary for IALIC to satisfy its contract with the member).

Others we share personal information with

- Relevant regulatory authorities
- Organisations we're legally obliged to share personal information with

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

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

Helpline number: +44 (0)303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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