

Institute for Supply Management®

ISM®

Privacy Notice



Product Purchases

This privacy notice tells you about the information we collect when you purchase one or more of our products. In collecting this information, we are acting as a data controller and, by law, are required to provide you with information about us, why and how we use your data, and the rights you have over your data.

Who are we?

We are **Institute for Supply Management®**, Inc.

Our address is:

309 W. Elliot Rd., Suite 113

Tempe, AZ 85284 USA

You can contact us by mail at the above address, by email at: membersvcs@ismworld.org or by telephone at +1 480.752.6276, opt. 8.

We are not required to have a data protection officer, so inquiries about our use of your personal data should be addressed to the contact details above.

What personal data do we collect?

When you purchase products from ISM®, we ask for your name, address, contact telephone number, email address and such payment information as a credit card.

Why do we collect this information?

We use your information to verify payment information, process your order and send your goods. We also send you a receipt via email and may use your email or telephone number to contact you regarding your delivery.

We require this information in order to process your payment, deliver your goods and fulfill our contract with you.

What do we do with your information?

Your information is stored in our order processing system, which is based within the U.S.

Your payment information, including credit card details are passed to a U.S.-based, certified third-party payment processor; its privacy policy can be found [here](#). We do not retain your credit card information.

If you order books from ISM, we utilize shipping companies to ship our products. If you have purchased a digital resource, we may utilize one of our third-party

suppliers — testing centers, event applications, online learning systems, surveys, and marketing and job search platforms — to provide you with access to product(s) purchased.

Your information will be used to market other products and services to you. Your information may be anonymized and aggregated and used for research purposes by ISM and ISM-affiliated research groups.

We do not use the information you provide to make any automated decisions that might affect you. We do not share your information with third-party companies for marketing purposes.

How long do we keep your information for?

We keep your information active for five years from your last order, website login, membership year or certification expiration (whichever is last). We then inactivate your information and store it in an encrypted database.

Your rights over your information

By law, you can ask us what information we hold about you, and you can ask us to correct any inaccuracies.

You can also ask us for a copy of the information, as well as to stop using your information for a period of time if you believe we are not doing so lawfully.

You can request that your personal information be removed from our database.

To submit a request by mail, email or telephone, please use the contact information provided above.

Your right to complain

If you have a complaint about our use of your information, you can contact the Information Commissioner's Office via their website at www.ico.org.uk/concerns or in writing:

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