

IAP2 International Privacy Notice

Last updated: April 29, 2020

IAP2 is committed to safeguarding your privacy online and has created this Privacy Notice in order to demonstrate our firm commitment to privacy.

This Privacy Notice explains who we are, how we collect, share and use personal information about you, and how you can exercise your privacy rights. If you have any questions or concerns about our use of your personal information, then please contact us using the contact details provided at the bottom of this Privacy Notice.

This Privacy Notice applies to the International Association for Public Participation (IAP2) Federation and covers our processing activities as a data controller. For information about the specific processing activities of a particular affiliate, to the extent there are differences between practices, please refer to that affiliate's privacy notice.

This Notice is divided into the following sections:

[Who we are](#)

[What Personal Information Do We Collect?](#)

[How Do We Use Your Personal Information?](#)

[Use of Personal Information by Third Parties](#)

[Who Do We Share Your Personal Information With?](#)

[International Data Transfers](#)

[How Long Do We Keep Your Personal Information?](#)

[Your Privacy Rights](#)

[Will We Change This Privacy Notice?](#)

[How Can You Contact Us?](#)

Who We Are

IAP2 is the preeminent international organization advancing the practice of public participation. Our mission is to advance and extend the practice of public participation through professional development, certification, standards of practice, core values, advocacy and key initiatives with strategic partners around the world.

We are a world-wide Federation, made up of national or multi-national Affiliates, like IAP2 USA, and others. This organizational model recognizes that affiliates are best able to deliver IAP2 knowledge, information, services, and value to members through a national lens. At the same time, this organizational structure makes it easier to share knowledge between affiliates so we are all able to gain easy access to international best practices in public participation.

The IAP2 organizational model is as follows:

- IAP2 Federation - the international body
- IAP2 Affiliates - national organizations such as IAP2 USA, IAP2 Canada, IAP2 Australasia, etc.
- IAP2 Affiliate Chapters – such as Cascades, Intermountain, Southern California and others.

For more information about IAP2, please see the "About Us" section of our website [here](#). For information about a particular IAP2 affiliate, please refer to that affiliate's website.

What Personal Information Do We Collect?

The specific information we collect depends on the context of your interactions with IAP2, applicable law, the purposes for your interaction, and most importantly, the affiliate with which you interact. The personal information the IAP2 Federation and its affiliates may collect about you broadly falls into one of the following categories:

Information You Provide to Us

We may collect information about you in connection with an IAP2 membership, our marketing activities, or when you attend a conference, training or seminar with us. We collect this information in a variety of ways, such as when you:

- Communicate with us in any way (for example, through form submissions, or via email);
- Contact us through or on our social media pages;
- Receive communications from us, including emails, phone calls, letters, faxes and texts; and
- Register for, attend and/or otherwise take part in our events or webinars.

The Personal Information we collect may include:

- **Personal contact information** (such as your name, personal phone number, or e-mail address contact details and gender);
- **Business contact information** (such as your name, work phone number, or work e-mail address)
- **Professional Information** (such as details of your position, including when you commenced work with your employer, your employer, which industry you work in and whether you are responsible for or involved in engagement);
- **Academic information** (such as your academic qualifications and any other information on your academic transcript)
- **Interests information** (such as your areas of interest and/or professional responsibilities)
- **Financial information** (such as your credit card or other payment details)
- **Labor membership information** (such as your membership of any professional association)

Information we collect (from other sources)

We may collect information from third parties such as industry networks and organizations. Additionally, we may collect information in the form of cookies and similar technologies.

Information we collect automatically

When you visit our IAP2 Federation or affiliate Sites or interact with our emails, like most websites, we use cookies and similar technologies such as web beacons, tags and JavaScript, alone or in conjunction with cookies, to automatically collect certain technical information from your browser or device. In some countries, including Switzerland and countries in the EEA, this information is considered 'personal data' under data protection laws.

The information we collect may include:

Device data - such as your IP address, your operating system, your browser, device information, unique device identifiers, the site from which you linked to us (“referring page”), the name of the website you choose to visit immediately after ours (called the “exit page”), information about other websites you have recently visited, browser (software used to browse the internet); and

Usage data – such as information about how you interact with our emails, Sites and other websites including the time and data of your use.

Cookies – these are small data files that are placed on your computer or mobile device when you visit a website or use an online service. Cookies are widely used by organizations (like IAP2) in order to make their websites or services work, or to function more efficiently, as well as to provide reporting information. There are three types of cookies that we may use:

- **Required cookies:** These are cookies, also known as 'essential' or 'strictly necessary' cookies that are required for technical reasons in order for the Sites to operate. Without these cookies, the Sites would not be able to function.
- **Functional cookies:** These cookies may be used to enhance the performance and functionality of our Sites; to manage your preferences; to analyze and personalize your use of, or to generally help us better understand how our Sites are being used. We think that these cookies will improve your experience when using the Sites but are non-essential to their use.
- **Advertising/targeting cookies:** These cookies are used to make advertising messages more relevant to you. They perform functions like preventing the same ad from continuously reappearing, ensuring that ads are properly displayed for advertisers, and in some cases selecting advertisements that are based on your interests.

This information is used to analyze overall trends, to help us provide, improve and personalize our Marketing Activities, Sites and to guarantee their security and continued proper functioning.

Like many websites, we use cookies served by Google Analytics to automatically collect limited data about the computer, mobile device, or other devices you use to access our Sites, to help us analyze how users use our Sites, including making use of the

demographics and interests reports services of Google Analytics. The information (including your IP address) collected by the technology will be disclosed to or collected directly by Google, who use the information to evaluate your use of our Sites. Further information on how Google collects and uses this data can be found at <https://www.google.com/policies/privacy/partners/>. You can opt-out of all Google supported analytics within the Services by visiting <https://tools.google.com/dlpage/gaoptout/>

How Do We Use Your Personal Information?

The specific use of the information we collect depends on the context of your interactions with IAP2, applicable law, and most importantly, the affiliate with which you interact. The IAP2 Federation and its affiliates, broadly speaking, use the personal information outlined above for the purposes and on the legal bases identified below:

- **Providing and facilitating the delivery of our Products and Services:** We process your personal information to perform our contract with you for use of our Products and Services and to fulfil our obligations under applicable terms of use/service; or where we have not entered into a contract with you, we base the processing of your personal information on our legitimate interest to operate and administer our Services.
- **Communicating with you about the Services:** We may send you service, technical and other administrative or technical email, messages and other types of notifications in reliance on our legitimate interests in administering the Services and providing certain features. These communications are considered part of the Services and in most cases you cannot opt-out of them. If an opt-out is available, you will find that option within the communication itself or in your account settings.
- **Promoting the security of our Sites and hosted Services:** If you visit our Site or access your account with us, we may process your personal information by tracking use of our Site and such Services, creating aggregated, non-personal data, verifying accounts and activity, investigating suspicious activity and enforcing our terms and policies, to the extent this is necessary for our legitimate interest in promoting the safety and security of the Site and our hosted Services, and in protecting our rights and the rights of others.
- **Handling contact and Customer support requests:** If you contact us, we process your personal information to perform our contract with you and/or (if we have not entered into a contract with you) to the extent it is necessary for our legitimate interest in fulfilling your requests and communicating with you.
- **Managing event registrations and attendance:** We process your personal information to plan and host events or webinars for which you have registered or that you attend, including sending related communications to you, to perform of our contract with you.

- **Developing and improving our Marketing Activities and Services:** We process your personal information to analyze trends and to track your usage of and interactions with our Marketing Activities and Services to the extent it is necessary for our legitimate interest in developing and improving our Marketing Activities and Services and providing you with more relevant content and service offerings, or where we seek your valid consent.
- **Assessing and improving user experience:** We process device and usage data as described above, which in some cases may be associated with your personal information, in order to analyze trends in order to assess and improve the overall user experience to the extent it is necessary for our legitimate interest in developing and improving our Marketing Activities and/or Services, or where we seek your valid consent.
- **Reviewing compliance with applicable usage terms:** We process your personal information to review compliance with our contract with you or your organization (where applicable) to the extent that it is in our legitimate interest to ensure adherence to the relevant terms.
- **Assessing capacity requirements:** We process your personal information to assess the capacity requirements of our Services the extent that it is in our legitimate interest to ensure that we are meeting the necessary capacity requirements of our service offerings.
- **Identifying customer opportunities:** We process your personal information to assess new potential customer opportunities to the extent that it is in our legitimate interest to ensure that we are meeting the demands of our customers and their user experiences.
- **Displaying personalized advertisements and content:** We process your personal information to conduct marketing research, advertise to you, provide personalized information about us on and off our Site and to provide other personalized content based upon your activities and interests to the extent it is necessary for our legitimate interest in supporting our Marketing Activities or advertising our Services or, where necessary, to the extent you have provided your prior consent (please see the "Your Privacy Rights" section, below, to learn how you may be able to control how the processing of your personal information for personalized advertising purposes).
- **Sending marketing communications:** We will process your personal information to send you marketing information, product recommendations and other non-transactional communications (e.g., marketing newsletters, telemarketing calls, SMS, or push notifications) about us when this is in accordance with your marketing preferences, including information about our products, services, promotions or events as necessary for our legitimate interest in conducting direct marketing or to the extent you have provided your prior consent (please see the "Your Privacy Rights" section, below, to learn how you

may be able to control the processing of your personal information by IAP2 for marketing purposes).

- **For our business purposes**, such as data analysis, audits, developing new products and features, enhancing, improving or modifying our products and services, identifying usage trends and expanding our business activities in reliance on our legitimate interests.
- **Complying with legal obligations:** We process your personal information when cooperating with public and government authorities, courts or regulators in accordance with our legal obligations under applicable laws to the extent this requires the processing or disclosure of personal information to protect our rights or is necessary for our legitimate interest in protecting against misuse or abuse of our Site, protecting personal property or safety, pursuing remedies available to us and limiting our damages, complying with judicial proceedings, court orders or legal processes or to respond to lawful requests.

Where we need to collect and process personal information by law, or under a contract we have entered into with you, and you fail to provide the required personal information when requested, we may not be able to perform our contract with you.

In addition, we may handle personal information for other purposes explained at the time of collection or which are required or authorised by or under law.

Use of Personal Information by Third Parties

Some links on our Sites may redirect you to third party resources, including websites and services that the IAP2 Federation or its affiliates do not operate. The privacy practices of these websites and services will be governed by their own policies.

We make no representation or warranty as to the privacy policies of any third parties, including the providers of third-party applications. If you are submitting information to any such third party through our Site or Services, you should review and understand that party's applicable policies, including their privacy policy, before providing your information to the third party.

Who Do We Share Your Personal Information With?

We do not sell or share your personal information with third parties except as outlined below. The sharing practices of the IAP2 Federation and its affiliates can differ, but generally speaking, the IAP2 Federation may disclose your personal information to the following categories of recipients:

- **IAP2 Head Office.** The IAP2 affiliates may disclose your information with our IAP2 head office in reliance of our legitimate interests to provide you with the service, conduct internal administrative tasks, and to comply with relevant laws. Such disclosures are limited in nature, and take into account strict access controls.

- **Service providers.** In order to use our Services and undertake our Marketing Activities, it may be necessary for us to disclose your information to contracted third parties and service provider partners, who operate under appropriate privacy principles and strict contractual arrangements, and who perform certain functions of our service on our behalf. Examples include mailing houses, printing companies and events' organisers.
- **Compliance with laws.** We may disclose information where we are legally required to do so in order to comply with applicable law, governmental requests, a judicial proceeding, court order, or other legal process (including in response to public authorities to meet national security or law enforcement requirements).
- **Vital interests and legal rights.** We may disclose information where we believe it is necessary to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the safety of any person, violations of our Terms of Use or this Notice, or as evidence in litigation in which we may be involved.
- **Business transfers.** We may share or transfer information in connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company, provided that we inform the buyer it must use your personal information only for the purposes disclosed in this Notice.
- **Consent.** We may share your information with any other person with your consent to the disclosure.

International Data Transfers

Our Site and Services are hosted in the United States. Your information may also be transferred by the IAP2 affiliate to our head office in the United States, and stored or processed by those third parties with whom we may share your personal information. These countries may have data protection laws that are different to the laws of your country. Regardless of where your data is located, we: (a) treat all personal information in accordance with applicable law; and (b) take reasonable steps to ensure the security of personal information.

If you are resident in or a visitor from the EEA, United Kingdom or Switzerland, we will protect your personal information when it is transferred outside of such locations by processing it in a territory which the European Commission has determined provides an adequate level of protection for personal information; or otherwise implementing appropriate safeguards to protect your personal information, including through the use of Standard Contractual Clauses or another lawful transfer mechanism approved by the European Commission.

If you require further information about our international transfers of personal information, please contact us using the contact details in the "Contact Information" section further below.

How Long Do We Keep Your Personal Information?

The IAP2 Federation and its affiliates retain your personal information where we have an ongoing legitimate business need to do so and for a period of time consistent with the original purpose as described in the Notice of the affiliate with which you interact. The IAP2 Federation and its affiliates each determine the appropriate retention period for personal information on the basis of the amount, nature and sensitivity of your personal information processed, the potential risk of harm from unauthorized use or disclosure of your personal information and whether we can achieve the purposes of the processing through other means, as well as on the basis of applicable legal requirements (such as applicable statutes of limitation).

After expiration of the applicable retention periods, we will either delete or anonymize your personal information or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information. To the extent available, specific information on the data retention practices of our affiliates can be found in their respective privacy notices.

Your Privacy Rights

Where we are acting as a controller of your personal information, depending on your location and the affiliate with which you interact, and subject to applicable law, you may have the following rights with regard to the personal information we control about you.

- You can **access, correct, update and delete** your personal information by emailing us at privacyoffice@iap2.org.
- In addition, if you are resident in or a visitor from the EEA, United Kingdom or Switzerland, you can submit a request to **object** to the processing of your personal information, ask us to **restrict** processing of your personal information or **request portability** of your personal information. To exercise these rights, please send an email to privacyoffice@iap2.org.
- You can **opt out of receiving marketing emails** from us by following the unsubscribe link in the emails or SMSs, by emailing privacyoffice@iap2.org. Depending on the affiliate with which you interact, Members can also update their communications preferences by simply visiting the "My Account: subsection of the Member Centre page on the IAP2 website. If you choose to no longer receive marketing information, we may still communicate with you regarding such things as your security updates, product functionality, responses to service requests, or other transactional, non-marketing purposes.
- If we have collected and processed your personal information with your consent, then you can **withdraw your consent at any time**. Withdrawing your consent will not affect the lawfulness of any processing we conducted prior to your withdrawal, nor will it affect the processing of your personal information conducted in reliance on lawful processing grounds other than consent.

- You have the right to complain to a data protection authority about our collection and use of your personal information. For more information, please contact your local data protection authority. If you are resident in the EEA or the United Kingdom, the contact details for data protection authorities are available [here](#).

Will We Change this Privacy Notice?

Each time you use our Site, or interact with us, the current version of the Notice will apply. Each time you interact with us, you should check the date of this Notice (which appears at the top of this Notice) and review any changes since the last version.

If we make material changes to this Notice, we will notify you either by prominently posting a notice of such changes prior to implementing the changes or by directly sending you a notification. We encourage you to review this Notice frequently to be informed of how the IAP2 Federation is protecting your information.

How can you contact us?

To contact the IAP2 Federation or one of the IAP2 affiliates with your questions or comments regarding this Notice or the information collection and dissemination practices of the Site or our Services, please email us at privacyoffice@iap2.org and provide us with the region you are interested in learning more about.

Alternatively, you can contact us in writing at:

IAP2 International Privacy Office

PO Box 7580

Denver, CO 80207

USA