



Irish International
Freight Association

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Privacy and Personal Data Policy

Introduction

Irish International Freight Association (IIFA) is Ireland National Representative Body for the Irish Freight Forwarding and Customs Brokerage Industry. Primarily a Representative Body for Irish Businesses, IIFA also provides education and training services. To perform its representative and training operations, it is necessary for IIFA to collect, process and store professional personal data.

For the purpose of this Privacy Statement, the data controller is Irish International Freight Association with a registered address at Unit C3, Airside Enterprise Centre, Swords, Co. Dublin, K67 T9H9. Data Subjects can be Businesses which become Members of the Association, those Businesses that make enquiries of or utilise the services provided by IIFA, their staff and Training Participants who undertake education programmes with IIFA.

IIFA has in place the appropriate systems and security controls to ensure that personal data is protected and to prevent that data from being used, lost, altered, disclosed or otherwise accessed in an unauthorised way.

This Privacy Policy sets out the basis on which any personal data provided to IIFA directly will be processed.

What does this Privacy Policy cover?

This Privacy Policy covers treatment of information gathered on Member Businesses, Training Participants or other Businesses when accessing or using IIFA Services or when contacting IIFA in any manner. IIFA will gather various types of information, including information that identifies you as an individual ("Personal Information"), from our users, as explained in more detail below.

Please note that this Privacy Policy, while intended to be as complete and accurate as reasonably possible, is not exhaustive and may be updated from time to time. Date of recent amendments will always appear at the top of the statement.

What information does IIFA Collect?

Information You Provide to Us:

IIFA will collect personal information from Businesses and Training Participants necessary to carry out its services.

For Member Businesses, such information can include the Business name, registered address, contact channels and details, Employee names and job titles.

For Training Participants such information can include name, preferred postal address, contact details such as email address. As the Association issues qualifications or accreditations, IIFA must retain certain information on Training Participants as evidence of Participant engagement and successful course completion.

The above is not exhaustive as the Association will store any other contact or other information Members/ Training Participants choose to provide or upload to IIFA systems in connection with the services provided.

IIFA uses a single Social Media channel in LinkedIn and data use is covered by the terms and conditions and privacy notices of that digital platform.

How is your personal information collected by IIFA?

IIFA collects information in the following ways: –

- Through return of completed Membership Application paperwork, either on the IIFA website, by post or e-mail
- Through return of completed IIFA Training Application paperwork either on the IIFA website, by post or e-mail
- corresponding with IIFA by post, phone, email or in person;
- by using interactive features and services provided through IIFA's Moodle platform
- through social media platforms such as LinkedIn
- by attending IIFA seminars, events, briefings, or training courses or by visiting designated IIFA areas at Industry related events
- by making an enquiry

How is your personal data used by IIFA?

The legal basis for the processing of Personal Data by IIFA includes:

Performance of services such as communication industry relevant news and updates, annual updating and processing of payment of membership/ training or other fees, to facilitate requests for services, to inform Data Subjects of Industry events, to monitor your attendance at events including adding you to attendee lists for registration processes.

As the Representative Body for Irish Freight Forwarders and Customs Brokers, IIFA's website features a list of its Member Businesses and their contact details (Business name, address, primary contact, telephone number, website address and a brief description), designed as both a resource for those Businesses seeking a Freight Forwarding/ Customs Brokerage partner and as a platform to advertise Member businesses to such audiences. Only those Business annually subscribed will be featured on the IIFA Membership page and any Business annually subscribed can choose to not have their details featured on that section of the IIFA website:

Please see the below link for the current list of IIFA Members:

<https://www.iifa.ie/iifa-members/>

IIFA is not a Recruitment firm and cannot directly assist with advertising Job Seekers to its Member Businesses. IIFA will not hold Curriculum Vitae from Job Seekers on file. Any such materials sent to IIFA, they will be deleted/ destroyed upon receipt.

Should a Training Participant seek to utilise IIFA as a reference for a Training course completed, IIFA will provide the following information to a Third-Party potential Employer or Recruitment firm only after IIFA has received clear instruction and permission from the Training Participant to do so;

- Name of the Training Participant
- Title of the Training Programme completed
- Dates commenced and concluded
- Overall grade achieved

Safety of personal information

IIFA utilises appropriate technical, organisational and administrative security measures to protect any information held in its records from loss, misuse, and unauthorized access, disclosure, alteration and destruction. Unfortunately, no company or service can guarantee complete security. Unauthorised entry or use, hardware or software failure, and other factors, may compromise the security of user information at any time.

Your Privacy Rights

What choices do I have?

A Data Subject can always opt not to disclose information to IIFA, but keep in mind some information may be needed to register with us or to take advantage of some IIFA Services.

Marketing Communications

IIFA communicates its necessary industry updates with its Members through direct e-mail correspondence. IIFA also has a Monthly Newsletter to those users who are members and/or clients or customers and to individuals who have expressed an interest in being communicated to by the IIFA. Any Data Subject on the E-Mail marketing database can opt-out of receiving certain promotional or marketing communications from IIFA at any time, by using the unsubscribe link in the email communications sent and / or by contacting IIFA and asking to be removed.

Your Rights under GDPR

Under the General Data Protection Regulation, Data Subjects have the following rights:

Right to be forgotten – should any Data Subject wish to have their data removed from the Association's files, this action can be requested and completed.

Right to be informed – this privacy policy explains what information the Association collects and how it is used to deliver IIFA services.

Right of access – Data Subjects have the right to request all of their personal data the Association holds regarding their details. Data Subjects can request this by sending us an email to info@iifa.ie

Right to data portability – Data Subjects may, in certain circumstances, request IIFA to provide them with their personal data which they have given IIFA in a structured, commonly used and machine-readable format and they may request us to transmit their personal data directly to another data controller where this is technically feasible.

Right to rectification – Data Subjects have the right to request that IIFA amend any inaccurate personal data the Association would have on record.

Right to object – Data Subjects have the right to object and be removed from any direct marketing emails.

Who can view your data?

Only Direct Employees of IIFA can view Data Subject information in order to assist with performing IIFA's services. IIFA will not disclose Data Subject's information without prior approval from the Data Subject.

Training courses such as the IIFA Customs Training Programme via Zoom Cloud Meetings utilise external Trainers. For such class Groups, the contact e-mail addresses of Participants will be shared with the external Trainer to process the training course in an online manner (Zoom access instructions for instance).

For those Training Participants who succeed in undertaking and graduating the annual IIFA FIATA Diploma in Freight Forwarding, a separate FIATA Application form will be completed and issued to FIATA, the International Federation of Freight Forwarders Associations, based in Geneva, Switzerland. The purpose of this information will be to obtain an accredited and numbered Certificate for the Irish Graduate and for FIATA to have their own records of Global IIFA FIATA Diploma Graduates. The information will be communicated to FIATA in a safe and secure channel.

Data Retention

Personal Data will be retained for the duration of a businesses' time as an annually subscribed Member of IIFA, Training Participant Customer or Client of the IIFA, or the Services that IIFA provides, and thereafter for a period of no more than two years. Once IIFA has determined that the Association no longer need to hold your Personal Data, IIFA will delete it from its systems.

Please note that in certain circumstances, IIFA may hold data for a longer period, for example, as an accrediting body, IIFA will retain information necessary to service as evidence of a Training Participant's completed course work and results.

Contacting us

If you have any questions about this privacy policy or your own personal data held by IIFA, please contact IIFA via info@iifa.ie or via post to the registered office address at Irish International Freight Association, Unit C3, Airside Enterprise Centre, Swords, Co. Dublin, K67 T9H9.