

IPA Privacy Notice

The Insolvency Practitioners Association (“IPA, we, our, us”) are committed to protecting your privacy and rights. We strive to be transparent about how your personal information is used and are committed to using your personal information in accordance with all applicable data protection laws. We are the data controller of your data for the purpose of the applicable privacy laws in the jurisdictions we operate in, including but not limited to the UK General Data Protection Regulation (2016/679) (“UK GDPR”) and the UK Data Protection Act 2018. Our contact address is at 46 New Broad Street, London, EC2M 1JH, England.

Our Privacy Notice Explains:

- What information we collect from you
- Why we collect this information
- With whom we might share this information
- How we will secure your information
- How long we keep hold of your information
- How you can access the information we hold about you
- How changes are made to this policy.

What information we collect from you

The IPA may collect, process and use some of all of the following categories of personal information about you:

- **Identity Data** such as first name, last name, title, date of birth, and gender;
- **Contact Data** such as billing address, delivery address, email address and telephone number;
- **Profile Data** such as your preferences, feedback and survey responses;
- **Usage Data** such as information about how you use our products and services;
- **Marketing and Communications Data** such as your preferences in receiving marketing from us and our third parties, and your communication preferences;
- **Employment / Education Data** (if you are applying to the IPA for a job) such as your employment history, education history, other information provided on your CV, and references;
- **Regulatory Data** includes transcripts, records or outcomes of complaints procedures and disciplinary proceedings, as well as any other documentation relating to regulatory investigations and litigious proceedings;

- **Communications Data** includes calls you make to us, correspondence or messages (including emails, SMS or chat or social media messages or comments) that you send to us and the content of feedback or testimonials you leave about us; and
- **CCTV Data** includes video footage of you when you visit the IPAs office address.

If personal data is collected as part of the complaints procedure, the data collected may include further information that the complainant deems to be pertinent to the case. Where possible the IPA will look to redact personal information from the case file.

In rare circumstances, where necessary, we may collect special category data such as health data, or criminal offence data such as criminal convictions.

Why we collect, process, and use this information

Purpose/Activity	Type of data	Lawful basis for processing
To verify your information and register your membership.	(a) Identity (b) Contact	Performance of a contract with you (to provide our services).
To verify your information and register your membership.	(a) Identity (b) Contact	Necessary for our legitimate interests (to provide our services).
To provide you with ongoing member services.	(a) Identity (b) Contact (c) Profile (d) Usage (e) Marketing and Communications	Performance of a contract with you.
To provide you with details of events, professional guidance, and learning opportunities	(a) Identity (b) Contact (c) Profile	Necessary for our legitimate interests (to provide development opportunities and

	(d) Usage (e) Marketing and Communications	benefits to our members).
To send you marketing that may be of interest to you	(a) Identity (b) Contact (c) Profile (d) Usage (e) Marketing and Communications	Necessary for our legitimate interests (to promote our services and where you have consented to doing so).
To deal with and respond to complaints	(a) Identity (b) Contact	Necessary for our legitimate interests.
To process a job application	(a) Identity (b) Contact (c) Employment / Education	Necessary for our legitimate interests.
To fulfil our regulatory obligations including inspecting and regulating our members.	(a) Identity (b) Contact (c) Regulatory (d) Communications	Necessary to comply with a legal obligation.
To fulfil our regulatory obligations including inspecting and regulating our members.	(a) Identity (b) Contact (c) Regulatory (d) Communications	Necessary for our legitimate interests (necessary to protect our business interests and enforce our legal rights).

To communicate with you (including to answer questions you may have) and improve our services and communications to you.	(a) Identity (b) Contact (c) Communications	Necessary for our legitimate interests (to respond to you and process your requests and enquiries).
To maintain the security of our offices and safety of our staff.	(a) Identity (b) CCTV	Necessary for our legitimate interests (to ensure the safety of our staff and protect our business assets).

We may also collect and process information where you have given us your consent to do so.

With whom we might share this information

We do not sell your information to any third parties but may share your information with trusted third parties including marketing companies to inform you of our new services or upcoming events. We may also share information with the Insolvency Service and other regulators for the purposes of fulfilling our regulatory obligations, as well as with our service providers and professional advisers (e.g. our lawyers) who are subject to confidentiality obligations.

Where information is collected as part of the complaints procedure, a job application, or for inspection of our members, this information will only be shared internally, with our professional advisors, with the Insolvency Service, and with other regulators.

We may, with your prior consent, publish your details to our website as part of our “Find an IPA member” service. Where you have passed an exam, we may, with your prior consent, publish these results on our website.

How we will secure your information

We ensure that there are appropriate controls in place to protect your personal data. For example our network is protected and routinely monitored. Your personal data will only be accessible by appropriately trained staff whose job roles require such access. All third parties used by us will be subject to contractual confidentiality arrangements which will be periodically reviewed.

How long we retain your information

We will store your personal information only for as long as we consider it necessary to carry out the activities documented above or as is necessary to comply with an applicable law or regulation.

The IPA operates in the public interest in line with its statutory duty under the Insolvency Act 1986 as the regulator of the insolvency practitioner's profession in the UK, which requires us to keep certain records relating to our duties.

Typically, we retain recordings of phone calls with our Regulation and Inspection team for a period of up to 12 months.

If we bring or defend a legal claim or other regulatory proceedings during the period we retain your personal information, we will retain your personal information (including your Regulatory Data) until those proceedings have concluded and no further appeals are possible. In the case of an adverse finding against an insolvency practitioner, this would not normally be longer than ten years.

Regular reviews are carried out and where data is found to be no longer relevant, the data is securely deleted or physically destroyed.

Where we have collected data as part of a job application, this data will be stored securely and only accessible by trained staff who require such access. Unsuccessful applicants' CVs will be retained for a period of no longer than 3 months. Where we wish to retain such an applicant's CV for longer, we shall contact them direct and obtain consent. All CVs no longer required shall be securely deleted or physically destroyed.

How you can access the information we hold about you

Under certain circumstances, you have rights under data protection laws in relation to your personal data.

Your legal rights include:

- **Request access** to your personal data (commonly known as a “data subject access request”). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
- **Request erasure** of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.
- **Object to processing** of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.
- **Request restriction** of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios:
 - if you want us to establish the data’s accuracy;
 - where our use of the data is unlawful but you do not want us to erase it;
 - where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or
 - you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.
- **Request the transfer** of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
- **Withdraw consent** at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing

carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

If you would like further information about the rights you have, or if you would like to make a data subject access request, or if you have any queries regarding this Privacy Notice, please contact our data protection officer, Sarah Munroe, at sarahm@ipa.uk.com.

If you are unsatisfied with our response to a data subject access request or any other data protection related query or complaint, you have the right to escalate the issue to the Information Commissioner's Officer.

Cookies

Our website uses cookies to collect statistical information for analytical purposes. We do not collect information that could identify you as an individual. To turn cookies off, please consult your browser's help page.

Changes to this policy

Changes to this privacy policy will be posted to this page so that you are kept informed of the information we collect, how we use it, and under what circumstances we disclose it.

This policy was last updated on 22 September 2025.