

Webinar Privacy Policy

Version	Date	Owner	Author	Approved by	Document Location	Comments
1.0	October 2025	Head of Business Operations	CR	EM	Sharepoint	

1. Purpose

This Privacy Policy explains how the Credit Information Governance Body (CIGB) (“we”, “our”, “us”) collects, uses, discloses, and protects personal information when you register for or participate in our webinars.

As a Credit Information Governance Body, we are committed to upholding the highest standards of data protection, transparency, and privacy in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Information We Collect

When you register for or attend one of our webinars, we may collect the following types of personal information:

Identification details:

- Name
- Job title
- Organisation
- Professional role

• Contact details:

- Email address
- Telephone number
- Business address

- **Registration data:**
- Webinar attendance records
- Responses to polls
- Participation in Q&A sessions

Technical data:

- IP address
- Browser type
- Device information
- Usage data collected automatically through the webinar platform

Recordings:

- Audio
- Video
- Chat messages (if the webinar is recorded and you participate)

3. How We Use Your Information

We use personal information for the following purposes:

1. To register and confirm your attendance at webinars.
2. To provide webinar access links, updates, and follow-up materials.
3. To communicate about related events, research, and governance initiatives (where you have consented).
4. To analyse participation and improve future webinar content and delivery.
5. To maintain compliance with legal and regulatory obligations related to credit information governance.

4. Legal Basis for Processing

We process personal information based on:

1. Consent – when you voluntarily register or opt in to receive communications.
2. Legitimate interest – in delivering professional events and maintaining governance standards within the credit information sector.
3. Legal obligation – where retention or disclosure is required by law or regulation.

5. Sharing of Information

Your information may be shared with:

- Webinar service providers (e.g., Zoom, Microsoft Teams, or similar platforms) acting as data processors.
- Partner organisations or sponsors involved in the event, where appropriate and disclosed in advance.
- Regulatory or oversight bodies, if required by law or for audit purposes.

We will never sell your personal data to third parties.

6. International Transfers

If data is transferred outside the UK, we ensure appropriate safeguards are in place (such as Standard Contractual Clauses) to protect your information.

7. Data Retention

We retain webinar registration and participation data for no longer than 12 months, unless required for longer by law, audit, or regulatory compliance. Webinar recordings are stored securely and deleted when no longer needed.

8. Your Rights

Under UK GDPR, you have the following rights:

1. Access to your personal information.
2. Correction of inaccurate or incomplete data.
3. Erasure of your data (“right to be forgotten”).
4. Restriction or objection to processing.
5. Data portability (to receive your data in a structured format).

To exercise any of these rights, please contact us at:

info@cigb.co.uk

9. Security

We implement appropriate technical and organisational measures to protect personal information against unauthorised access, alteration, disclosure, or destruction.

10. Recordings and Publicity

Some webinars may be recorded for training, governance, or publication purposes. Attendees will be notified in advance. By participating, you consent to your name, image, or voice being included if you choose to speak or appear during the session.

11. Contact Us

If you have any questions or concerns regarding this Privacy Policy or how your personal data is handled, please contact:

Data Protection Officer
Credit Information Governance Body
St. James Court,
Whitefriars,
Norwich,
Norfolk,
United Kingdom,
NR3 1RU
info@cigb.co.uk