

buildingSMART International

You can sign the bSI Privacy Policy [here](#)

PRIVACY POLICY

This version is effective from August 2024

1. INTRODUCTION

This Privacy Policy (“Privacy Policy”) sets out how buildingSMART International processes your personal data in connection with our website at <https://www.buildingsmart.org/> (“Site”) (including all buildingSMART subdomain websites such as community.buildingsmart.org, shop.buildingsmart.org, user.buildingsmart.org, cobiecert.buildingsmart.org, technical.buildingsmart.org, education.buildingsmart.org, forums.buildingsmart.org, standards.buildingsmart.org, ucm.buildingsmart.org, validation.buildingsmart.org and search.bsdd.buildingsmart.org) and the delivery of our programs and services (together our “Services”).

buildingSMART International are the data controller, and we are responsible for your personal data (referred to as “we”, “us”, or “our” in this Privacy Policy).

Contact Details

If you have any questions about this Privacy Policy or want to exercise your rights as a data subject, you can contact us using the following methods:

Email address:	contact@buildingsmart.org
Postal address:	buildingSMART International Kings House Station Road Kings Langley Hertfordshire WD4 8LZ United Kingdom
Registered address:	buildingSMART International 9 Quay Court Colliers Lane Stow-cum-Quay Cambridge CB25 9AU UK Registered in England under 5024694

2. WHAT PERSONAL DATA WE COLLECT

In providing our Site and Services, we may collect and process different types of personal data about you for different processing purposes. The types of personal data we collect depend on who you are and how you use our Site and Services and include the following:

Identity Data	First name(s); last name; photographic ID
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Contact Data	Delivery address; billing address; email address; social media address(es); telephone number(s).
Member, Partner, User and Chapter Data	Data relating to our Services, such as name, title, billing address, delivery address, email address, phone number, location, contact details, purchase details (on behalf of a member, partner, user or chapter); information relating to training providers used by the member, partner, user or chapter; password; contact preferences; any other personal data that you may provide when you register an account with us.
Behavioural Data	Data relating to your browsing activity or interaction with our emails, obtained through cookies, pixel tags and other similar technologies; information about when your current or previous sessions started; details about any Services you viewed or purchased through the Site.
Technical Data	IP address; browser type and operating system; geolocation, to ensure we're showing you the correct policies and information; any other unique numbers assigned to a device.
Communications Data	Marketing preferences; service communication preferences. Any communication you send to us whether through the contact form on our website, through email, text, social media messaging, social media posting or any other communication you send us.
Supplier Data	Data relating to any purchases of goods and/or services by us, such as your name, title, billing address, physical address, email address, phone number, contact details, supply details and bank details.
Training and Testing Data	Test scores, certifications, attended courses, dates of courses, educational history, assessment grades, examination results, professional licensure, details of tutors, training providers, assessors, and any materials submitted by you as part of your course.

3. WHO WE COLLECT PERSONAL DATA ABOUT

We collect and process personal data from the following people:

People who work for our Members, Partners and Chapters	If you contact us on behalf of, or through your work for, one of our Members, Partners or Chapters, we will collect and process your personal data in connection with your interaction with us.
Members of the bSI community	If you participate in relevant training and testing through our Members, Partners, Chapters or with buildingSMART International.
Site visitors and Services users	If you browse or interact with our Site, including users of the Services hosted on our Site, we will collect and process your personal data in connection with your interaction with us and our Site.
People who contact us with enquiries	If you contact us with an enquiry through our Site, submit a complaint through our Site or provide any feedback to us in our surveys and

	feedback forms, we will collect and process your personal data in connection with your interaction with us and our Site.
People who work for our customers and suppliers	If you work for one of our suppliers and have responsibility for placing orders with us, administering your organisation's account with us or handling our orders or our account with your organisation, we will process your personal data in connection with your organisation's relationship with us.
Event attendees	If you attend one of our events, we will process personal data about you in connection with your attendance at the event. For example, we may ask you to complete a registration form, feedback form or other document relating to the event.
Visitors to our physical locations	If you attend one of our physical offices or other locations, we may process personal data that you volunteer in connection with your visit and any enquiries you make. CCTV footage may also be collected for security purposes.

4. HOW WE USE YOUR PERSONAL DATA

We use your personal data for the purposes set out in this section.

If you contact us about our Services	<p>We collect and maintain personal data you submit to us to supply our Services. We may collect and process Identity Data, Contact Data and Member, Partner, User and Chapter Data whether you are interacting with us on your behalf or on behalf of any organisation you represent. We process this information to supply our Services, maintain our user databases and keep a record of how our Services are being used.</p> <p><i>Our legal basis for processing is our legitimate interests.</i></p>
If you browse our Site	<p>When you browse our Site, we collect and process Behavioural Data and Technical Data to help us understand how you use and navigate our Site. We do this so that we can better understand which parts of our Site are more or less popular and improve the structure and navigation of our Site.</p> <p><i>Our legal basis for processing is our legitimate interests.</i></p>
If you sign up for a training or certification course, including if your data is submitted to us by a Member, Partner or Chapter	<p>If you register with a Member, Partner or Chapter, or if you register directly with buildingSMART International, your Identity Data, Contact Data, Technical Data and Training and Testing Data may be provided to us to enable us to provide relevant training and testing, to provide you with services to support your learning and to assess your work and provide award certifications/badges/grades as appropriate.</p> <p><i>Our legal basis for processing is our legitimate interests or your consent to participate in the training and testing.</i></p>
If you sign up for and/or attend one of our events	<p>From time to time, we organise and host events to promote our activities. We may process your Identity Data and Contact Data to communicate with you about events where you have specifically</p>

	<p>requested information about such events or where we have another lawful basis for sending that information to you.</p> <p><i>Our legal basis for processing is our legitimate interests. We may also specifically ask your permission to use your photographs, quotes, testimonials, or other content you make available or publish at the event. Where this is the case, our processing of your personal data will be based on consent.</i></p>
<p>If we need to use your personal data to receive products and services from our suppliers</p>	<p>If we have engaged you or the organisation you represent to provide us with products or services (for example, if you or the organisation you represent provide us with services such as IT support), we will collect and process your personal data to manage our relationship with you or the organisation you represent.</p> <p><i>Our legal basis for processing is our legitimate interests.</i></p>
<p>If we need to use your personal data to comply with our legal obligations or in connection with the administration of our business</p>	<p>We may use your personal data: (i) to comply with our legal obligations; (ii) to enforce our legal rights; (iii) to protect the rights of third parties; and (iv) in connection with a business transition such as a merger, reorganisation, acquisition by another company, or sale of any of our assets.</p> <p><i>Where we use your personal data in connection with a business transition to enforce our legal rights or to protect the rights of third parties, it is in our legitimate interest to do so. For all other purposes described in this section, we are legally obligated to use your personal data to comply with any legal obligations imposed upon us, such as a court order.</i></p>
<p>If we send you marketing communications by email</p>	<p>We use your Identity Data, Contact Data and Marketing and Communications Data to email you (or the organisation you represent) marketing communications.</p> <p><i>It is in our legitimate interest to use your personal data for marketing purposes, for example, to decide what marketing content we think may appeal to you. It is our legitimate interest to use your personal data to send our marketing to you by post. However, we will only send marketing communications to you by email where you have consented to receive such content by email, or where we have another lawful right to do so.</i></p>
<p>If we advertise to you on social media and other platforms</p>	<p>We may use Customer Data, Technical Data and Supplier Data to deliver relevant website content and advertisements to you (including Facebook adverts or other display advertisements) and to measure or understand the effectiveness of our advertising.</p> <p><i>Our lawful ground for this processing is legitimate interests, which include growing our business.</i></p>

5. DISCLOSURES OF YOUR PERSONAL DATA

We only share personal data with others when we are legally permitted. When we share personal data with others, we require third parties to respect the security of your personal data and to treat it in accordance with the law.

Your data may be shared with the third parties listed below. This list is non-exhaustive, and there may be circumstances in which we need to share personal data with other third parties.

Other members of our group	We share data with other organisations in our group (including Chapters) who provide services to us.
Third-party suppliers who provide applications, functionality, data processing, IT services or training services	We share personal data with third parties who support us in providing our Site and Services. This includes third parties who help to provide, run, and manage our IT systems and third parties who help in the provision and support of our Services, including the support of education, training, and testing services and the provision and support of technical services.
Event partners and suppliers	When we run events, we will share your personal data with third-party service providers assisting us with the operation and administration of that event. If we run an event in partnership with other organisations, we will share your personal data with such organisations for use in relation to the event.
Payment providers and banks	We share personal data with third parties who assist us with processing payments and refunds.
Third-party post/email marketing and CRM specialists	We share personal data with specialist suppliers who assist us in managing our marketing database and sending out our post and email marketing and account-related communications.
Auditors, lawyers, accountants and other professional advisers	We share personal data with professional services firms who advise and assist us in relation to the lawful and effective management of our organisation and in relation to any disputes we may become involved in.
Law enforcement or other government and regulatory agencies and bodies	We share personal data with law enforcement, other government and regulatory agencies, or other third parties, as required by, and in accordance with, applicable laws and regulations.
Another corporate entity in connection with a business transition	If we are involved in a business transition such as a merger, reorganisation, acquisition by another company, or sale of any of our assets, we may share or transfer personal data to a third party. Any new owner of our business may continue to use your personal data in the same way(s) that we have used it, as specified in this Privacy Policy.
Other third parties	Occasionally, we may receive requests from third parties with authority to obtain disclosure of personal data, such as to check that we are complying with applicable law and regulation, to investigate an alleged crime, or to establish, exercise or defend legal rights. We will only fulfil

	requests for personal data where we are permitted to do so in accordance with applicable law or regulation.
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6. INTERNATIONAL TRANSFERS

We may share your personal data within our group of companies, which involves transferring your data outside the United Kingdom or the European Economic Area (EEA).

Countries outside of the United Kingdom or the EEA do not always offer the same levels of protection to your personal data, so UK and European law has prohibited transfers of personal data outside of the UK and EEA (respectively) unless the transfer meets certain criteria.

Many of our third-party service providers are based outside the UK or the EEA, so their processing of your personal data will involve a transfer of data outside the EEA.

Whenever we transfer your personal data out of the EEA, we do our best to ensure a similar degree of security of data by ensuring at least one of the following safeguards is in place:

- We will only transfer your personal data to countries that the European Commission have approved as providing an adequate level of protection for personal data by; or
- Where we use certain service providers, we may use specific contracts or codes of conduct or certification mechanisms approved by the European Commission which give personal data the same protection it has in Europe; or

If none of the above safeguards is available, we may request your explicit consent to the specific transfer. You will have the right to withdraw this consent at any time.

7. DATA SECURITY

We have put in place security measures to prevent your personal data from being accidentally lost, used, altered, disclosed, or accessed without authorisation. We also allow access to your personal data only to those employees and partners who have a business need to know such data. They will only process your personal data according to our instructions and must keep it confidential.

We have procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach if we are legally required to.

8. DATA RETENTION

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including to satisfy any legal, accounting, or reporting requirements.

When deciding the correct time to keep the data, we look at its amount, nature and sensitivity, potential risk of harm from unauthorised use or disclosure, processing purposes, and whether these can be achieved by other means and legal requirements.

For tax purposes, the law requires us to keep basic information about our customers and suppliers (including Contact, Identity, Financial and Transaction Data) for six years after they stop being customers and/or suppliers.

In some circumstances, we may anonymise your personal data for research or statistical purposes, in which case we may use this information indefinitely without further reference to you.

9. YOUR LEGAL RIGHTS

Under data protection laws, you have rights in relation to your personal data that include the right to request access, correction, erasure, restriction, transfer, object to processing, portability of data and (where the lawful ground of processing is consent) to withdraw consent.

You can see more about these rights at:

<https://ico.org.uk/for-the-public/getting-copies-of-your-information-subject-access-request/>

If you wish to exercise any of the rights set out above, please contact us using the contact details provided above.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive or if you refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This security measure ensures that personal data is not disclosed to anyone who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We try to respond to all legitimate requests within one month. Sometimes, it may take us longer than a month if your request is particularly complex or you have made several requests. In this case, we will notify you.

If you are not happy with any aspect of how we collect and use your data, you have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would be grateful if you would contact us first if you have a complaint so we can try to resolve it.

10. THIRD-PARTY LINKS

The buildingSMART websites may include links to third-party websites, plug-ins and applications. Clicking or enabling those links may allow third parties to collect or share your data. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our Site, we encourage you to read the privacy policy of every website you visit.

11. COOKIES

You can set your browser to refuse all or some browser cookies or to alert you when websites set or access cookies. We use cookies to help you navigate efficiently and perform certain functions. In the cookie notice, you will find detailed information about all cookies under each consent category.

buildingSMART International

COOKIE POLICY

This version is effective from: August 2024

1 INTRODUCTION

Where this Cookie Policy refers to “bSI”, “we”, “us”, “our”, this means bSI whose details are listed below.

Email address:	contact@buildingsmart.org
Postal address:	buildingSMART International Kings House Station Road Kings Langley Hertfordshire WD4 8LZ United Kingdom
Registered address:	buildingSMART International 9 Quay Court Colliers Lane Stow-cum-Quy Cambridge CB25 9AU UK Registered in England under 5024694

We use cookie technology to help log visitors to our websites (“**Site**”). Doing this helps us provide you with a good experience when you browse our Site and allows us to improve it.

Cookies are data created when you visit a website, which is then stored in the ‘cookie directory’ of your computer/device. Several cookies can be created when you visit a website.

bSI uses the following cookies:

- **Functionality cookies.** These are cookies that enable our Site to function. They allow you to move around our website, use its features, log in to your account, and remember certain preferences. Some of these cookies may be ‘strictly necessary’ to our service, and we explain what this means in further detail below.
- **Analytical or performance cookies.** These cookies allow us to recognise and count the number of visitors and see how visitors move around our Site when using it. This helps us improve the way our Site works, for example, by ensuring that users find what they are looking for easily.
- **Targeting cookies.** These cookies record your visit to our Site, the pages you have visited and the links you have followed. We will use this information to make our website and its advertising more relevant to your interests. We may also share this information with third parties for this purpose

Cookies can also be categorised as follows:

- Session cookies. These are only stored on your computer during your web session and are automatically deleted when you close your browser – they usually store an anonymous session ID allowing you to browse a website without having to log in to each page, but they do not collect any personal data from your computer; or
- Persistent cookies. A persistent cookie is stored as a file on your computer and remains there when you close your web browser. The cookie can be read by the website that created it when you visit that website again. We use persistent cookies for Google Analytics and Clicky.com.

2 **STRICTLY NECESSARY**

Some cookies we use on our Site are strictly necessary for it to function and cannot be deactivated. You can choose to have your browser block or alert you to these types of cookies; however, this may result in some parts of the Site not working. These cookies do not store information that will identify you directly. However, other non-essential cookies may be deactivated, as explained below.

3 **THIRD-PARTY COOKIES**

You should note that third parties may also make use of cookies. We do not have control over such cookies (which are likely to be analytical).

4 **TYPES OF COOKIES USED**

More information on some of the cookies we use and the purposes for which we use them is listed in the Cookie Settings. Click the arrowhead by the cookie category to see the cookies under each category.

5 **DEACTIVATING COOKIES**

You can block cookies via the settings on your internet browser. This will allow you to refuse the setting of all or some cookies. If you use this setting to block all cookies, including those that are essential, you may be unable to access all parts of our Site. To learn more about cookies, including how to see what cookies have been set, visit www.aboutcookies.org or www.allaboutcookies.org.