

1) Payment

- a. Current subscription rates are available online at www.niab.com/members.
- b. Subscription fees are due in advance, annually and attract VAT at 20%. Members upgrading part-way through a subscription period will have a fair proportion of fees already paid set against the upgraded subscription fee.
- c. Payment is due within 30 days of the renewal date.

2) Collection and Use of Personal Information

- a. The NIAB TAG Network relies on the collection and use of personal information. Through use of the membership services (including our web sites), members consent to this. Members can amend their contact preferences via their online account in order to opt out of particular communications.
- b. All our policies are in accordance with the Data Protection Act 1998. The data controller is NIAB, Huntingdon Road, Cambridge, CB3 0LE.
- c. A database of members contains the basic information which we require to respond to enquiries, for payment processing and for the provision of goods and services. This includes name, postal address, email address, landline or mobile telephone number, preferred mode of delivery (e-mail v postal etc.). Some member services are only available via e-mail and so we encourage members to provide this information.
- d. From time to time we contact members highlighting special offers, events and other services from NIAB TAG or partner organisations. Members can opt out by amending their contact preference on their online account.
- e. Generic member information may be shared with other members on Technical Committees for the sole purpose of monitoring membership levels and in the development of research, trials and membership services. Detailed member information e.g. member names and addresses is not divulged.
- f. We also collect information via technical and service related member surveys. Members benefit from the insights gleaned. The purpose of such survey is described and data is not linked to individual members.
- g. From time to time members may be invited to participate in publically funded research projects. Information on the purpose of the research and what the data will be used for is provided on a case by case basis.
- h. We may also process members' information where we are required to do so by law, and for the exercise or defence of legal claims.
- i. If you use our web sites, we may also collect information when you browse to allow you to use the services available. Further detail available in the NIAB Privacy Policy at www.niab.com/members.

3) Security

- a. We use administrative, technical, and physical measures to safeguard personal information against loss, theft and unauthorised use, access or modification in line with our organisational quality assurance procedures.
- b. Our member website uses password protection. The website includes 'My Account' details so it is important not to share your password with anyone else in order to preserve your privacy.
- c. Payments made via our web sites are processed in a secure environment and only transmitted in encrypted form. Your details remain with our payment partners and are not held by NIAB TAG. Our payment partners for credit card and debit card payments are SagePay (www.sagepay.com) and Smart Debit (www.smartdebit.co.uk) for online direct debit payments.
- d. Steps are regularly taken to validate the personal information we hold about members to ensure that the information is accurate and, where necessary, up to date. Information that is no longer required for any valid business purpose, and that we are not required to keep pursuant to any applicable law is routinely destroyed by secure means. It is helpful if members inform us if they no longer wish to be a member and complete a short questionnaire to clarify whether they wish to remain in touch with the organisation by remaining on our database.

4) Contract Terms

Available at www.niab.com/members