



promoting equality in housing
hybu cydraddoldeb ym maes tai

Tai Pawb Membership Terms and Conditions

This document is intended to set out the relationship between Tai Pawb, the membership provider, and you, the member. Unless otherwise specified, any reference to 'members' includes all categories of membership, including individual and commercial supporters. We hope that we will be able to work as partners, with both sides gaining from the experience.

1. Membership

Membership of Tai Pawb and access to the services and benefits applies to all staff directly employed by your organisation, but does not include anyone contracted by your organisation externally, although they are welcome to join Tai Pawb independently as commercial supporters.

To ensure the greatest benefit from your membership, please ensure you promote it to your staff and talk to us about ways we could help communicate that message.

2. Starting and Ending Membership

Our membership year runs from April 1st to March 31st the following year.

If you decide to start your membership mid-way through the year as a new member, we may agree a pro rata fee with you. Pro rata fees are not available to former or renewing members.

At the end of the membership year we will automatically re-register you for another year. If you decide to end your membership please get in touch with the Member Relations Manager as soon as possible before the end of the membership year. If you do not inform us of your decision to end your membership before April 30th you will be liable to pay the full membership fee for that year.

If you decide to end your membership mid-way through the membership year, we are unable to give a partial or full refund on the fee.



3. Associates

Where Tai Pawb services are provided by one of our Associates, the organisation contracting the service agrees not to directly commission the Associate for any further work without going through Tai Pawb, during the time the Associate is contracted by Tai Pawb and for at least 12 months following any termination of contract between Tai Pawb and the Associate. Organisations may contact Tai Pawb to request an exemption from this rule if they feel it is appropriate, for example if the service being contracted is not a service which Tai Pawb could otherwise provide.

4. Changes of details

It is your responsibility to ensure any change of contact or invoice details are communicated to us as soon as possible, along with any changes that may affect your membership banding.

5. Publicity

We list our members' names and logos on our website and may use these details on social media and other platforms to advertise our services. We can also help promote your equality and diversity related work, and we welcome any notification about upcoming work.

Similarly, you are free to publicise that you are members of Tai Pawb and we'd be happy to offer support with any communications to explain what this means to your stakeholders.

Commercial supporters of Tai Pawb can use our 'Commercial Supporter of' logo and all other members can use our 'Member of' logo with your publicity material, in accordance with our brand guidelines, to ensure correct use. We can provide these on request.



6. Resources

Members in most categories are entitled to access our online resources which are password protected. You may not share this password or copies of these resources with anyone outside your organisation, including external contractors or stakeholders.

7. Members' Services

We will do our best to deliver any services requested but all member services are delivered subject to our availability and we reserve the right not to deliver a service if we don't have, or are unable to acquire, the required capacity or skills. If such a situation arises, we will do our best to work with you to find a solution that works for us both. We are unlikely to be able to deliver services booked after 31st January in the current membership year. If services are booked after 31st January, they may have to be delivered in the following membership year. Services are charged at the fee level or taken from the membership benefits for the membership year in which they are delivered.

For the 1 day health check or half day additional service, we will spend up to that amount of time on the service, as necessary.

For a full list of the membership services available for your membership category, please see the guides on our website

www.taipawb.org/membership/member-benefits

8. Contact

Your main contact on all membership issues is Member Relations Manager, Helen Roach (helen@taipawb.org / 029 2053 7635).



9. Privacy

This Privacy Policy covers how Tai Pawb processes and stores the personal data of its members. Please make sure you have fully understood this information before confirming your membership. Any changes to this policy will be communicated to you, and major changes will not happen without your consultation.

We will store contact information for your assigned 'Lead Contact' and this is vital for us to be able to communicate effectively, and uphold our responsibilities as membership providers. We will only hold information that you give to us via our online form, and this will be securely saved on our local server.

How do we protect your personal data?

We take appropriate precautions to protect your personal data from loss, misuse, unauthorised access, alteration, disclosure and destruction in line with the EU General Data Protection Regulation (GDPR). However we cannot guarantee that any data transfer is 100% secure and cannot guarantee the security of any information you transmit. You transfer data at your own risk.

Please be aware that email and other electronic communications are not secure if they are not encrypted, and that your communications may pass through servers in a number of country jurisdictions before they reach us. We cannot accept responsibility for any unauthorised access or loss of personal data that stems from a cause beyond our control, and we cannot be held responsible for the actions or omissions of third parties who may misuse your personal data if it is unlawfully collected from this site.

How long will we keep your data?

We will hold this data for up to two years after your membership expires. This is for invoicing and auditing purposes. Outside of these reasons, we will not pass on your personal data to any other third party.

If the Lead Contact wishes for their details to be removed, we will ask for a replacement. If an alternative cannot be found, you may not be able to claim



all of your membership benefits. If an alternative can be found, we will remove personal data as soon as the new details are provided.

What are your rights?

Under the EU General Data Protection Regulation, you have the right to access the information that we hold about you. To request this information, please email info@taipawb.org with your full name and details of what you require.

Receiving this information will generally be free, but Tai Pawb reserves the right to charge a reasonable fee if the request is considered to be manifestly unfounded or excessive, particularly if it is repetitive. A fee may also be charged for further copies of the same information. However, these fees will be based purely on the administrative cost of providing this information.

If you believe that any information we are holding on you is incorrect or incomplete, please contact us as soon as possible. We will promptly correct any information found to be in error.

You also have the right to have your personal information deleted. Please contact us if you would like this to happen.

If you have any other queries or concerns, please don't hesitate to contact us at info@taipawb.org or **029 2053 7630**.

If you are not satisfied with this, you have the right to make a complaint to the **Information Commissioner's Office**. You can also use this link to learn more about your rights.