ARB Privacy Notice – CRM Portal

This schedule forms part of ARB's Privacy Notice and provides additional information about personal data processed through ARB's CRM Portal.

The CRM Portal is used to support ARB's regulatory functions, including the administration of registration applications, maintenance of the Register of Architects, Continuing Professional Development (CPD) processes and related communications with registrants and applicants.

ARB may use technology tools, including AI-assisted tools, in connection with certain regulatory processes. For example, AI-assisted tools may be used to support the random selection of CPD records for review. Such tools are used to assist ARB staff and do not make decisions regarding an individual's compliance or registration status without meaningful human involvement. Final decisions remain the responsibility of suitably authorised ARB staff.

This schedule should be read alongside ARB's Privacy Notice, which explains:

- who ARB is and how to contact us;
- how ARB shares personal data;
- international data transfers;
- retention periods;
- security measures; and
- your data protection rights.

Categories of Personal Data

Personal Data Category	Description	Source
Identity and Contact Data	Name, address, date of birth, contact details, login credentials and change of name information.	Directly from you and third parties
Registration Data	Registration applications, registration history and status information.	Directly from you and third parties
Professional Data	Qualifications, CPD information, good standing information and professional records.	Directly from you and third parties
Special Category Data	Health information and equality, diversity and inclusion information, including information relating to disability, health conditions and equality,	Directly from you

	diversity and inclusion characteristics where relevant.	
Criminal Offence Data	Criminal conviction or offence information where relevant to ARB's regulatory activities.	Directly from you and third parties
Financial and Transaction Data	Fee payments and payment records.	Directly from you
Communications Data	Correspondence, uploaded documents and portal interactions.	Directly from you
Technical and Usage Data	Portal audit logs, account activity and device information.	Indirectly from you

How We Use Your Personal Data

Purpose	**Data Categories**	**Lawful Basis**
Creating and administering CRM accounts	Identity and Contact Data, Technical and Usage Data	Public task
Maintaining the Register of Architects	Identity and Contact Data, Registration Data, Professional Data	Public task
Processing registration applications	Identity and Contact Data, Registration Data, Professional Data	Public task
Monitoring CPD compliance	Registration Data, Professional Data	Public task
Administering annual retention and fees	Identity and Contact Data, Financial and Transaction Data	Public task
Communicating with registrants and applicants	Identity and Contact Data, Communications Data	Public task
Equality monitoring and accessibility adjustments	Special Category Data	Public task and substantial public interest
AI-assisted random selection of CPD records for review (with meaningful human involvement)	Registration Data, Professional Data	Public task
Compliance with legal obligations	Any category as relevant	Legal obligation

The personal data processed through the CRM Portal may include information relating to other individuals where relevant to ARB's investigation and regulatory functions.

ARB also uses cookies and similar technologies on its CRM Portal. Further information about the cookies used on the CRM Portal, including how to manage your preferences, is available in ARB's Cookie Notice.

Where the CRM Portal links to another ARB service, such as the Website, Complaints Portal or other online services, additional information about the processing of personal data in those services can be found in the relevant schedule.

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