ARB Privacy Notice – Complaints Portal

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

ARB uses the Complaints Portal to receive, manage and investigate allegations relating to architects and the use of the title "architect". Personal data may be provided by complainants, architects, witnesses and other individuals involved in the complaints process.

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	Details of complainants, architects, witnesses and other individuals involved.	Directly from you and third parties
Complaint Data	Details of allegations, concerns and complaints submitted through the portal.	Directly from you
Investigation Data	Case records, evidence, witness information, findings and correspondence.	Directly from you and third parties
Special Category Data	Health or other special category data contained in complaints or investigations.	Directly from you and third parties
Criminal Offence Data	Criminal offence information where relevant to investigations.	Directly from you and third parties
Communications Data	Correspondence, uploaded evidence and supporting information.	Directly from you and third parties
Technical and Usage Data	Portal activity logs and technical information.	Indirectly from you

How We Use Your Personal Data

Purpose	Data Categories	Lawful Basis
Receiving complaints and allegations	Identity and Contact Data, Complaint Data	Public task
Investigating complaints relating to architects	Complaint Data, Investigation Data, Communications Data	Public task
Exercising powers under the Architects Act 1997	Complaint Data, Investigation Data	Public task
Managing disciplinary proceedings	Investigation Data, Communications Data	Public task and legal claims
Communicating with complainants, architects and witnesses	Identity and Contact Data, Communications Data	Public task
Maintaining complaint records	Complaint Data, Investigation Data	Public task
Operating and securing the portal	Technical and Usage Data	Legitimate interests
Compliance with legal obligations	Any category as relevant	Legal obligation

The personal data processed through the Complaints Portal [link] may include information relating to other individuals relevant to ARB's investigation and regulatory functions.

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

Where the Complaints Portal links to another ARB service, such as the CRM Portal, Website 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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