Frequently Asked Questions

Why do CILIP ask me for my email address?
CILIP will contact members from time to time about their membership (renewal reminder, checking address details when post is returned undelivered for example). Most Member Networks now send newsletters and journals electronically. You will also receive your Member Network email communications and the weekly news from CILIP via email. You are able to unsubscribe from email at any point.

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Why do CILIP ask me for my phone number?
We may need to contact you by phone if we are unable to reach you by email in the first instance. Providing as many methods of contact enables CILIP to contact you if we have any queries regarding your membership.

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Why do CILIP ask for my employment details?
We use employer details to monitor membership post trends, as well as for employer engagement.

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Why do CILIP ask me for details regarding my sector, job role and level?
Sector details, job role and level details are used to compile statistics within CILIP and its Member Networks.

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**Why do CILIP ask for my postnominals?**  
CILIP hold data for both:

- CILIP para-professional and professional level qualifications (Professional Registration)
- Undergraduate/postgraduate qualifications undertaken.

Academic postnominals can be updated or removed at any point. Postnominal details may be used to compile statistics on the number of members with academic qualifications and the level obtained.

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**Why do CILIP hold a yearbook entry for me?**  
CILIP’s publishing arm, Facet Publishing, produces and sells a Yearbook which gives a detailed guide to our organisation and lists all our members. It will be published in late 2014 and gives details of each member’s name, qualifications (with dates), and job titles /employment status. If you do not wish your details to be included in the Yearbook please notify the Membership Administration Team:

Email: membership@cilip.org.uk  
Tel: 020 7255 0600  
Address: CILIP, Membership, 7 Ridgmount Street, London, WC1E 7AE

If you request that your details be removed, your Yearbook entry will be removed from the next available produced publication if it already appears in the current year.

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**Why do CILIP ask for my date of birth and gender?**  
CILIP use date of birth and gender data for statistical purposes only.

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**Why do CILIP ask for my address?**  
CILIP use address details to send monthly copies of Update (excluding students on digital Update only) to members, assign members to a Regional Member Network and to make contact where other methods of communication have been unsuccessful.

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How will CILIP use my data?
CILIP will use your data to contact you regarding key member benefits and CILIP products and services to ensure that you are getting the best from your membership. Data will also be used to compile statistics for internal use as listed above.

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Will CILIP share my data with third parties?
CILIP will never share your data with third parties for financial or any other gain. Your data will be passed to CILIP’s Member Networks to ensure that the member offer is always relevant and to ensure effective communications to the membership about events and networking in your area. CILIP use external mail houses in some instances (to send out CILIP Update for example) and your contact details are supplied to them at the time of mail out.

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How can I update my details with CILIP?

Online: You can update your details at any time by logging in here: www.cilip.org.uk/login. If you haven’t already, you will need to register on the refreshed CILIP website (launched in July 2013).

By post: Please write to: CILIP, Membership, 7 Ridgmount Street, London, WC1E 7AE.

By email: You can email your change of details to membership@cilip.org.uk and we will amend your record for you.

By phone: Simply contact the Membership Administration Team on 020 7255 0600 to give us your updated details.

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