

Long Eaton Chamber of Trade

PRIVACY POLICY

We are committed to respecting your privacy. This policy explains how we use personal information we collect about any individual or business who has any interaction with Long Eaton Chamber of Trade, how we comply with the General Data Protection Regulation 2018 and what your rights are. This notice applies to you if you are a member of the Chamber or have registered an interest in taking part in the activities of the Chamber.

It also applies to any member of the public with whom we have a business relationship (e.g. suppliers of goods and services to us).

References to **we, our, us** or **the Chamber** in this privacy notice are to **Long Eaton Chamber of Trade**.

We have appointed a Data Controller to oversee our compliance with data protection laws as required to do so by the regulations. Contact details are set out in the "**Contacting us**" section at the end of this privacy notice. Our data processing activities do not require a Data Protection Officer to be appointed.

1. PERSONAL INFORMATION WE MAY COLLECT FROM YOU

When you sign up for membership with us, you will be asked to provide us with personal information about yourself regarding your:

personal contact details that allows us to contact you directly such as name, title, email addresses, postal address and telephone numbers

membership details including start and end date

Other information may be collected from any interaction by physical or electronic means:

your marketing preferences so that we know whether and how we should contact you.

contact details if you have requested information on the website

contact details, and your role within an organisation with which the Chamber has a business relationship.

your IP address

payment information

2. WHERE WE COLLECT YOUR INFORMATION

Explicitly – we will inform you in writing or verbally that we are collecting data and why:

We collect personal information about our members when you join us.

Information is also obtained from the forms on the website for "Contact Us", and from any correspondence by email / post / telephone.

Behind the scenes – we collect data without explicit consent:

Cookies: during the processing of on-line forms, cookies will be used. All such cookies will only be retained for the life of the session on the same browser on the same computer equipment. They automatically expire after 20 minutes. Users may disable cookies in their browser settings, but it may be impossible to use the forms. No other cookies are used elsewhere on the website

Webserver Logs: will automatically note which website pages are visited by browser and IP connection, the time and date, and which webpage or search query referenced the viewed page. No individual information beyond the IP address is contained in these logs, and no analysis or processing is performed on them. They may be consulted by the webmaster for improving the performance or solving reported problems of the website. It is not possible to use the website without any logs being collected, although you can use various proxy techniques to hide your IP address.

Third Parties: Except from the membership process, the Chamber holds no personal data obtained from any third parties, or otherwise indirectly.

3. USES MADE OF THE INFORMATION

The table below describes the main purposes for which we process your personal information, the categories of your information involved and our lawful basis for being able to do this.

Purpose Personal information used Lawful basis

To administer any membership you have with us and managing our relationship with you.

This is necessary to enable us to properly manage and administer your membership contract with us.

To arrange and manage any requests for the provision of merchandise or products

All contact and membership details. Transaction and payment information. This is necessary to enable us to properly administer any event and perform any contract for the provision of merchandise.

To send you information which is included within your membership benefits including minutes of meetings and reports on consultations with outside bodies (such as the local authorities) information, offers and discounts and any updates on business opportunities and new regulations.

Purpose	Personal information used	Lawful basis
To administer any membership you have with us and managing our relationship with you.	All contact and membership details, transaction and payment information, records of your interactions with us, and marketing preferences.	This is necessary to enable us to properly manage and administer your membership contract with us.
To arrange and manage any requests for the provision of merchandise or products	All contact and membership details. Transaction and payment information.	This is necessary to enable us to properly administer any event and perform any contract for the provision of merchandise.
To send you information which is included within your membership benefits including minutes of meetings and reports on consultations with outside bodies (such as the local authorities) information, offers and discounts and any updates on business opportunities and new regulations.	All contact and membership details.	This is necessary to enable us to properly manage and administer your membership with us.
To send you information we think you might find useful or which you have requested including newsletters, membership information, events or development opportunities	All contact and membership details and marketing preferences	Where you have given us your explicit consent to do so.
To answer your queries or complaints	Contact details and records of your interactions with us	We have a legitimate interest to provide complaint handling services to you in case there are any issues with your membership or participation.
Retention of records	All the personal information we collect	We need to retain records in order to properly administer and manage your membership and in some cases, we may have legal or regulatory obligations to retain records.
The security of our IT systems	Your usage of our IT systems and online portals.	We have a legitimate interest to ensure that our IT systems are secure.
For the purposes of promoting business interests in the locality and further afield	Images in video and/or photographic form.	Where you have given us your explicit consent to do so, or for historical images when every effort has been made to identify the subject and obtain permission
To comply with health and safety requirements	Records of attendance	We have a legal obligation and a legitimate interest to provide

		you and other members of our organisation with a safe environment in which to participate in our activities.

4. DIRECT MARKETING

Email, post and SMS marketing: from time to time, we may contact you by email, post or SMS with information about events and activities we believe may be of interest to you.

We will only send marketing messages to you in accordance with the marketing preferences you set. You can let us know at any time that you do not wish to receive marketing messages by emailing the Chamber Secretary.

You can also unsubscribe from our communications by clicking on the link in the messages we send to you.

5. DISCLOSURE OF YOUR PERSONAL INFORMATION

We may share personal information with the following parties:

- The Government or our regulators:** where we are required to do so by law or to assist with their investigations or initiatives.
- Police, law enforcement and security services:** to assist with the investigation and prevention of crime and the protection of national security.
- The Chamber website will show event information and pictures. The personal information is limited to name, and business affiliation. Pictures will not be captioned or tagged without express permission. We may mention individual achievements in News stories.
- The telephone number for event organisers will be used in publicity on the Chamber website and sometimes on printed flyers.
- The telephone number and postal address for the club secretary is published on the website.
- The telephone number for the club chair is published on the website.

Within the chamber, information is only available to members of the committee, the webmaster, and event organisers, limited to the name and contact details relevant to the role. The chair, secretary, treasurer, membership secretary and webmaster will however have access to all data.

We do not disclose personal information to anyone else except as set out above.

The club also has various accounts on social media including Facebook and Twitter. The Chamber does not pass any personal details onto social media. However, these sites might show information such as event organiser contact which have already been published on the Chamber website.

6. HOW LONG DO WE KEEP PERSONAL INFORMATION FOR?

The duration for which we retain your personal information will differ depending on the type of information and the reason why we collected it from you. However, in some cases personal information may be retained on a long-term basis: for example, personal information that we need to retain for legal purposes will normally be retained in accordance with usual commercial practice and regulatory requirements. Where there is no legal requirement we retain all physical and electronic records for a period of four [4] years after your last contact with us.

It is important to ensure that the personal information we hold about you is accurate and up-to-date, and you should let us know if anything changes, for example if you change your phone number or email address.

Alternatively, you can contact us by using the details set out in the "**Contacting us**" section below.

7. HOW DO WE SECURE YOUR PERSONAL INFORMATION?

Appropriate technical and administrative measures are used to prevent unauthorized access to or disclosure of any Chamber data.

All databases will be encrypted and password protected if passed by email between committee members or the webmaster, and when stored on portable media or hardware.

Chamber users should note that data contained in emails is not secure.

Pages of the website where personal information is entered are protected by using the HTTPS protocol.

No personal data is stored outside of the European Economic Area, however all data displayed on the website can be seen anywhere.

We will make every effort to maintain the security of data, however, in the unlikely event of a data breach by unauthorised individuals or groups we will report it to the person concerned at the earliest opportunity.

8. YOUR RIGHTS IN RELATION TO PERSONAL INFORMATION

You have the following rights in relation to your personal information:

- the right to be informed about how your personal information is being used;
- the right to access the personal information we hold about you;
- the right to request the correction of inaccurate personal information we hold about you;
- the right to request the erasure of your personal information in certain circumstances;
- the right to restrict processing of your personal information where certain requirements are met;
- the right to object to the processing of your personal information;
- the right to object to certain automated decision-making processes using your personal information.

Whilst this privacy notice sets out a general summary of your legal rights in respect of personal information, this is a very complex area of law. More information about your legal rights can be found on the Information Commissioner's website at <https://ico.org.uk/for-the-public/>.

To exercise any of the above rights, or if you have any questions relating to your rights, please contact us by using the details set out in the "**Contacting us**" section below. We may require you to produce evidence of your identity if you are aged 13 or over, or if you are the parent/guardian of a child aged 12 or under.

If you are unhappy with the way we are using your personal information, you can also complain to the UK Information Commissioner's Office or your local data protection regulator. We are here to help and encourage you to contact us to resolve your complaint first.

On request, we will provide the personal information we hold about you in electronic form.

9. CHANGES TO THIS NOTICE

We may update this privacy notice from time to time. When we change this notice in a material way, we will update the version date at the bottom of this page. For significant changes to this notice we will try to give you reasonable notice unless we are prevented from doing so. Where required by law we will seek your consent to changes in the way we use your personal information.

10. CONTACTING US

In the event of any query or complaint in connection with the information we hold about you, please email info@longeatonchamber.org.uk or write to our appointed Data Controller at the postal address given in the top left corner of each page of the Chamber website <http://www.longeatonchamber.org.uk>

Version approved 2 October 2018