

Privacy Notice

Date Published: 24/5/18

Version 1

Introduction

Coast to Capital understands that your information is important and in the wrong hands it poses a risk to your rights and freedoms. In order to help you protect your information, this notice will explain what information we collect, why we collect it, what we do with it, how long we keep it for, who can access it and what your rights are.

What we need

We collect the following information:

Contact Details

- Address
- Any communications between Coast to Capital and the person
- Company/business name
- Email (Primary and/or secondary)
- Job title
- Name
- Phone number (Office and/or Mobile)

Instances where funding or Business Support has been applied for

- Bank Details
- Billing address
- Business meeting notes, including diagnostic reports
- Company Audited Accounts
- Company Cash Flow
- Date of initial contact
- Exporter Status
- Jobs
- Referrals
- Sector
- Business Type
- Signature on funding agreements
- Source of client
- Stage of business
- Support requested
- Support taken up on referrals
- Turnover



Why we need it

We need the information listed above to operate as a Local Enterprise Partnership, provide our services, provide funding and to keep individuals/businesses informed who have expressly requested to be so.

What we do with it

Taking a record of the contact details of individuals making inbound inquiries to Coast to Capital and its Growth Hub is considered consent by legitimate interest. The outlined data records detailed above will be taken down and stored securely. Coast to Capital Growth Hub data records will be stored in a Customer Relationship Manager (CRM) system to ensure business support services can be delivered. Coast to Capital is under a contractual obligation to share this data with the Department for Business, Energy and Industrial Strategy.

We will not transfer your data to another country, unless directly authorised by the data subject to in exceptional circumstances.

We use automated decision making, in the instance of when we delete any data held on our system, our software automatically deletes data which has remained inactive for any longer than our codified data holding period, detailed below.

How long we keep it

We retain your information for as long as business support and communications (including newsletters) are being received by the data subject. If a record is inactive it will be automatically deleted **after 18 months**.

In special circumstances such as when funding has been received from Coast to Capital, we may be legally obligated by Government to hold financial records beyond 18 months for due diligence requirements.

How will it affect you

The results of the process may have the following effects on you:

- We will need to regain your consent for business support if you re-use our service after 18 months of inactivity.

Who can see it

In order to handle business support we may pass the data subject's Name, Business Name, E-mail (primary or secondary) and/or Phone number (office or mobile) to an authorised third party who will use it to deliver the requested business support, done so with written consent from the data subject.

How we protect it

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online we regularly review these and monitor their effectiveness.

What are your rights

You can:

- Request a copy of the data we hold on you.
- Request that we correct or update the data that we hold on you.
- Request that we delete the information we hold on you.
- Request that we keep your data but do not use it.
- Object to how we are using data.
- Raise a complaint with the Information Commissioner's Office about us.

If you wish to make a request please use the guidance stated below.

You can also withdraw consent to process your data at any time. If you wish to do this then please contact Coast to Capital via the email address at the end of this document.

Additionally, we must inform you of the following:

- If we suffer a data breach and your data is affected in a way that it poses a risk to your rights and freedoms.
- If we carry out your request to correct/update, erase or not use your data within 10 business days.

How to make a rights request

Under the General Data Protection Regulation 2018 Coast to Capital will comply with data rights requests under any of the given rights detailed above. To make a request, please contact Coast to Capital at dataprotection@coast2capital.org.uk clearly stating what it is you are requesting. Your data request will be acknowledged within 2 business days.

Cookies

Websites

<http://www.coast2capital.org.uk>

<http://www.c2cbusiness.org.uk>

The above websites make use of the following cookies;

__utma

Used to distinguish users and sessions. We use this to determine traffic to the website so we can make sure the necessary resources are available.

__utmb

Used to determine new sessions/visits. We use this to determine traffic to the website so we can make sure the necessary resources are available.

__utmc

This cookie operates in conjunction with the __utmb cookie to determine whether the user was in a new session/visit.

__utmt

Used to throttle request rate by limiting the number of requests made.

__utmz

Stores the traffic source or campaign that explains how the user reached our site. This so we can determine the effectiveness of marketing and advertising campaigns.

coast2capitalbusinesscookiesOK

Used to store your consent to our use of cookies

C2cbusinessbusinesscookiesOK

Used to store your consent to our use of cookies

PHPSESSID

Used to identify a session and handle requests. Contact information

Contact Details for the controller of your data:

Coast to Capital Data Protection Officer

dataprotection@coast2capital.org.uk