

Privacy Notice

Date Published: 27/02/2020

Version 5

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.

We will only process data if:

- If it is necessary for a contract with you
- We have asked for your consent to use the information that you provide to us
- We have a legitimate interest and have completed a 'legitimate interests assessment' first

You will be asked for consent specifically and separately to any other terms and conditions to which you need to agree, including requests to share your information with other parties. Where consent is required, we will not use or share your information without gaining this.

What we do with it

The outlined data records detailed above will be taken 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 outside of the EEA unless we have the explicit consent of the data subject.

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. We will store your personal data until you withdraw consent or because there is no legitimate reason for us to retain this data.

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. 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 Data Protection Manager Kristel Smith, contact@coast2capital.org.uk clearly stating what it is you are requesting. Your data request will be acknowledged within 2 business days.

Our Use of Cookies

We use cookies on our websites (**our website, or our websites**) for a number of purposes. They help us provide you with a good experience when you browse our website and allow us to improve our site. **By continuing to browse our website, you are agreeing to our use of cookies.**

What are cookies and why we use them

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive.

We use the following cookies:

- **Necessary Cookies**
Necessary cookies enable core functionality. The website cannot function properly without these cookies, and can only be disabled by changing your browser preferences.
- **Analytical Cookies**
Analytical cookies help us to improve our website by collecting and reporting information on its usage.

How to make a GDPR complaint

If you wish to make a GDPR complaint, please contact the Coast to Capital Data Protection Manager. If you are still not satisfied, you can make a complaint directly to the Information Commissioner's Office using the following link:

<https://ico.org.uk/make-a-complaint/>

or by calling 0303 123 1113

Contact Details for the controller of your data

Coast to Capital Data Protection Manager

Kristel Smith

contact@coast2capital.org.uk

01293 305965