

Clevedon Chamber of Commerce Privacy Notice – Prospect members

Clevedon Chamber of Commerce (“We”) are committed to protecting and respecting your privacy.

The General Data Protection Regulation (GDPR) (EU) 2016/679 is a comprehensive data protection law that replaces existing European privacy laws and strengthens the protection of personal data in an increasingly data driven world. The GDPR is enforceable in each EU member state and gives individuals greater control over their personal data. It comes into effect on 25 May 2018.

This privacy policy aims to give you information on how we collect and process your personal data through your use of our website and our products or services, including any data you may provide when you enter into a contracted service with us, sign up to use our products, or make a support or contact request.

It is important that you read this privacy policy together with any other privacy notice(s) or fair processing notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This privacy policy supplements our other notices and is not intended to override them.

If you have any questions about this privacy policy, including any requests to exercise your legal rights, please contact our data protection team using the details set out below.

Who collects data

Clevedon Chamber of Commerce is a ‘Data Controller’ and therefore responsible for your personal data (collectively referred to as “we”, “us” or “our” in this privacy notice).

Scope

The definition of a ‘Prospect’ is a business entity engaging with Clevedon Chamber of Commerce during the enquiry process, from the point of initial enquiry to the confirmation of membership.

This notice concerns personal data required in connection with Prospect members.

Personal data held

We store personal data for individuals representing a ‘Prospect’. Representatives include company officials and staff. We hold some or all of the following data:

- Name
- Email address
- Mobile number
- Home address
- Home telephone number

Why we collect personal data

We ask for your name, address and contact details following an initial enquiry so that we can continue to make contact with you to fulfil the requirements of your initial contact.

We collect data only when explicit consent is provided.

How data is collected

- Email communication
- Telephone communication
- Web forms and information given during the enquiry process

Website Privacy

- The Clevedon Chamber of Commerce website is www.clevedonchamber.co.uk and any subdomain thereof.
- Our website is used to provide information and to collect data through registration of interest forms and our 'contact us' facility.
- Other information may be collected through the use of 'cookies' on our sites.

How we store the information

The data that we collect from you will be transferred to, and stored at, a destination inside the European Economic Area ("EEA").

We take great care to keep your personal information safe to prevent your personal data from being accidentally lost, used, accessed in an unauthorised way, altered or disclosed.

Files and databases are kept in secure locations on site or through trusted providers.

All areas and portals have restricted access with appropriate levels of security to prevent unauthorised access to those servers including firewalls and passwords.

What we do with the information

The primary use of the data we collect is to communicate with you to discuss business topics and membership with the Clevedon Chamber of Commerce.

We will not under any circumstances, sell or rent your information to any unauthorised third-party.

How long we keep information for

Personal data is kept until confirmation of membership, or membership is not required, in which case the data is kept for 6 months.

In accordance with legislation, you have a right to **request erasure** of your personal data.

This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it.

You also have the right to ask us to delete or remove your personal data where you have successfully

exercised your right to object to processing, where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law.

Please note that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

If you wish to request us to erase any personal data we hold about you, please contact us by telephone or email using the details below.

Who we share the information with

We do not share your data with anyone else.

Making a request for your data

In accordance with our obligations under the GDPR Clevedon Chamber of Commerce will provide, upon request, all information held on the person making a request

Request correction of your personal data

In accordance with legislation and in certain circumstances, you have a right to **request correction** of the personal data that we hold about you.

This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

If you wish to for us to correct any personal information we hold about you, please contact us by telephone or email using the details below.

Contact Details

If you have any questions, comments or requests regarding this privacy policy, the practices or your dealings with us, you can get in touch with us using the following details:

Email: hello@clevedonchamber.co.uk

Telephone: 01275 871122

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance. 0303 123 1133