



GFirst LEP Privacy Policy – March 2019

GFirst LEP aims to meet the highest standards when collecting and using personal information in accordance with data protection law.

This Policy explains when and why we collect personal information about people who visit our websites, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you are happy with any changes. By using our website, you are agreeing to be bound by this Policy.

Any queries regarding this Policy and our privacy practices should be emailed to info@gfirstlep.com, or by writing to: The Data Controller, GFirst LEP, Oxstalls Campus, Oxstalls Lane, Gloucester GL2 9HW. You have the right to ask for a copy of the information that GFirst LEP holds about you.

Who is GFirst LEP?

The GFirst Local Enterprise Partnership (GFirst LEP) is a non-statutory partnership between the public and private sectors, established to play a central role in determining local economic priorities and undertaking activities to drive economic growth and the creation of local jobs.

How do we collect information from you?

We obtain information about you when you use our website www.gfirstlep.com, when you contact us about products and services or if you register to receive one of our newsletters.

What type of information is collected from you?

The personal information we collect might include your name, address, email address, business name, job title, IP address, and information regarding what pages are accessed and when.

How is your information used?

We may use your information to:

- fulfil your request for information or services

- carry out marketing activities for our services
- conduct surveys & questionnaires
- arrange Business to Business (B2B) meetings if appropriate
- help improve our systems or services
- inform you of improvements to our systems or services
- identify and prevent fraud
- enhance the security of our information systems
- better understand how business users interact with GFirst LEP
- provide communications and content that we think will be relevant and interesting to you
- determine the effectiveness of content, services, campaigns and advertising

We review our retention periods for personal information on a regular basis. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

Third Party Service Providers working on our behalf:

We may pass your information to our third party service providers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to send you mailings). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes.

Please be reassured that we will not release your information to third parties beyond the GFirst LEP network for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

Third Party Service Providers we work in association with: we work closely with various third party service providers to bring you a range of services designed to meet the needs of the Gloucestershire business community. When you enquire about or receive one or more of these services, the relevant third party service provider will use your details to provide you with information and carry out their obligations arising from any contracts you have entered into with them. In some cases, they will be acting as a data controller of your information and therefore we advise you to read their Privacy Policy. These third party product

providers will share your information with us which we will use in accordance with this Privacy Policy.

We may transfer your personal information to a third party if we're under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our customers. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

GDPR - your choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us about the services we offer for businesses or our programmes and projects, you can change your marketing preferences at any time by contacting us by email at info@gfirstlep.com or telephone on 01242 715480.

We will not contact you for marketing purposes by email, phone or text message if you have indicated that you do not wish to be contacted.

You have the right to be informed

We have a legal obligation to provide you with concise, transparent, intelligible and easily accessible information about your personal information and our use of it. We have written this policy to do just that, but if you have any questions or require more specific information please email us at info@gfirstlep.com

You have the right to access your data

You have the right to ask us to confirm whether or not we hold any of your personal information. If we do, you have the right to have a copy of your information and to be informed of the following:

- why we are using your information;
- what categories of information we are using;
- who we have shared your information with; and
- how long we envisage holding your information.

In order to maintain the security of your information, we will have to verify your identity before we provide you with a copy of the information we hold.

You have the right to correct our records

Where you have requested a copy of the information we hold about you, you may notice that there are inaccuracies in the records, or that certain parts are incomplete. If this is the case you can contact us so that we can correct our records.

You have the right to be forgotten

There may be times where it is no longer necessary for us to hold personal information about you. This could be if:

- the information is no longer needed for the original purpose that we collected it for;
- you withdraw your consent for us to use the information (and we have no other legal reason to keep using it);
- you object to us using your information and we have no overriding reason to keep using it;
- we have used your information unlawfully; or
- we are subject to a legal requirement to delete your information.

In those situations, you have the right to have your personal data deleted.

You have the right to restrict how we use your information

You have the right to ask us to stop using your personal data in any way other than simply keeping a copy of it. This right is available where:

- you have informed us that the information we hold about you is inaccurate, and we have not yet been able to verify this;
- you have objected to us using your information for our own legitimate interests and we are in the process of considering your objection;
- we have used your information in an unlawful way, but you do not want us to delete your data; and,
- we no longer need to use the information, but you need it for a legal claim.

How you can access and update your information

The accuracy of your information is important to us. If you need to change your email address, or any of the other information that we hold is inaccurate or out of date, please email us at info@gfirstlep.com , or write to: The Data Controller, GFirst LEP, Oxstalls Campus, Oxstalls Lane, Gloucester GL2 9HW or call us on 01242 715480. You have the right to ask for a copy of the information GFirst LEP holds about you.

Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it is treated securely. Any sensitive information is encrypted and protected through SSL. All pages on our websites are protected with this technology.

All information is transmitted securely over the internet but this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Use of 'cookies'

Like many other websites, the GFirst LEP website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store your preferences. This helps us to improve our website and deliver a better more personalised service.

It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using our website.

Links to other websites

Our websites may contain links to other websites run by other organisations. This privacy policy applies only to our websites, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our websites.

In addition, if you linked to our websites from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

Transferring your information outside of Europe

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you are agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

Visitor information

We collect information via CCTV. CCTV is used for maintaining the security of property and premises and for preventing and investigating crime. For these reasons, the information processed may include visual images, personal appearance and behaviours. This information may be about employees, customers and clients, offenders and suspected offenders, members of the public and those inside, entering or in the immediate vicinity of the area under surveillance.

Review of this Policy

We keep this Policy under regular review. This Policy was updated in March 2019.