

INTRODUCTION

We are committed to protecting and respecting your privacy.

Everyone has rights with regard to the way in which their personal information is handled. During the course of our activities we will collect, store and process personal information about our members and other third parties, and we recognise that the correct and lawful treatment of this data will maintain confidence in the organisation and will provide for successful business operations.

This policy sets out the basis on which any personal information we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal information and how we will treat it.

For the purpose of UK data protection laws, the data controller is Constructing Excellence South West of Constructing Excellence South West, Rook Lane Chapel, Frome, Somerset, BA11 1DN

DATA PROTECTION PRINCIPLES

When processing your information, we must comply with the six enforceable principles of good practice. These provide that your personal information must be:

- processed lawfully, fairly and in a transparent manner
- processed for specified, explicit and legitimate purposes
- adequate, relevant and limited to what is necessary
- accurate and kept up-to-date
- kept for no longer than is necessary, and
- processed in a manner than ensures appropriate security.

INFORMATION YOU GIVE TO US

We may collect, use, store and transfer different kinds of personal information about you, including:

- **Identity Data**, such as your name, company name, job title, university/college, which club they are members of or which forum name
- **Contact Data**, such as your billing address, address, email address and telephone number
- **Financial Data**, such as bank account, payment card details and invoices
- **Transaction Data**, including details about payments from you
- **Technical Data**, including IP addresses, your log-in data, browser type and version, time-zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access our website or similar identifiers

- **Profile Data**, such as your username, password, membership applications made by you
- **Usage Data**, including information about how you use our website and services, and
- **Marketing Data**, such as your preferences in receiving marketing from us and our third parties, and your communication preferences.

'SPECIAL CATEGORY' DATA

Information relating to your racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, health, criminal convictions, sex life or sexual orientation, or certain types of genetic or biometric data is known as 'special category' data.

During the course of dealing with you, we may collect the following 'special category' data about you:

- medical / health information

HOW WE COLLECT YOUR PERSONAL INFORMATION

We may obtain personal information by directly interacting with you, such as:

- applying to become a member of Constructing Excellence South West
- corresponding with us by phone, email, letters or otherwise
- subscribing to our services or publications
- participating in discussion boards or other social media functions on our website
- when providing us with your business cards
- attending an event
- applying to join our 'adopt a school' campaign

We may obtain personal information via automated technology when you interact with our website by using cookies, server logs and other similar technologies.

We may also collect personal information about you from third parties or publicly-available sources, such as:

- analytics providers (such as Google)
- advertising networks
- search information providers
- other Constructing Excellence clubs
- company colleagues
- Eventbrite

HOW WE USE YOUR PERSONAL INFORMATION

We will only use your personal information when the law allows us to. Most commonly, we will use your personal information in the following circumstances:

- you have given us consent,
- we need to perform a contract we are about to enter into, or have entered into, with you,
- where it is necessary for our or a third party’s legitimate interests, and your interests and rights do not override those interests, or
- where we need to comply with a legal or regulatory obligation.

We will only use ‘special category’ information, such as your photograph:

- provided we have your explicit consent to use it
- where we believe that we need to use that data to protect your vital interests where you are not able to provide us with your explicit consent
- where it is necessary for reasons of substantial public interest
- where you have previously made that data public knowledge, or
- if we need to use that data to establish, exercise or defend legal claims.

PURPOSES FOR WHICH WE WILL USE YOUR PERSONAL INFORMATION

We may use your personal information for a number of different purposes. For each purpose, we are required to confirm the ‘legal basis’ that allows us to use your information, as follows:

Purposes for which we will use the information you give to us	Legal basis
To register you as a new member	It will be necessary for the performance of the contract between you and us
To notify you about changes to our terms or this privacy policy	It will be necessary for our legitimate business interests, namely to ensure you are aware of our current terms and conditions
To administer our website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes, to allow you to participate in interactive features of our service, when you choose to do so, to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you and to make suggestions and recommendations	It will be necessary for our legitimate business interests to ensure you receive the best experience possible when accessing and using our website. We will comply with our cookie policy when processing this information

to you and other users of our website about goods or services that may interest you or them	
To provide you with information about events that are similar to those that you have already received from us	Where you have previously received marketing communications from us, then it will be necessary for our legitimate business interests, namely to ensure you continue to receive communications that you have previously agreed to receive In all other cases, we will only do this if you give us your consent
To administer and improve our website and to keep our site safe and secure.	We are allowed to use this information to ensure you receive the best experience possible when accessing and using our website.
To receive feedback from you after an event	It will be necessary for our legitimate business interests to ensure we provide you with an adequate service and to make improvements
To provide you with your membership benefits	It will be necessary for the performance of the contract between you and us
Sharing photographs of events for our website / social media platforms for promotion and information regarding events	It will be necessary for our legitimate business interests and forms part of the membership benefits
To form part of our members directory	It will be necessary for our legitimate business interests and forms part of the membership benefits
To send renewal letters to members	It will be necessary for our legitimate business interests namely to give you the opportunity to renew your membership
Promote your company on our website if you become a member.	It will be necessary for the performance of the contract between you and us
Process an application for 'adopt a school campaign'	It will be necessary for the performance of the contract between you and us

We will only use your personal information for the purpose(s) for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

[HOW WE USE THE INFORMATION WE COLLECT ABOUT YOU FROM OTHER SOURCES](#)

We may receive personal data about you from third party sources such as your employer as part of corporate memberships or recommendations. In this case, we will provide you with a copy of this privacy policy.

WHAT IF YOU CANNOT OR WILL NOT PROVIDE US WITH YOUR PERSONAL INFORMATION

It is a contractual requirement for you to provide us with certain information, namely your name, postal address, email address, company name, type of business, position in company and chosen club or forum. If you do not provide us with that information, we will be unable to process your membership.

COOKIE POLICY

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our website. 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:

- **Strictly necessary cookies.** These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website, use a shopping cart or make use of e-billing services.
- **Analytical/performance cookies.** They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.
- **Functionality cookies.** These are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).

You can find more information about the individual cookies we use and the purposes for which we use them in the table below:

Cookie	Purpose
PHPSESSID	a necessary cookie used to maintain your session on the website. It is removed when your browser is closed and does not identify you in any way.
_ga, __utma, __utmb, __utmc, __utmt, __utmt	Google Analytics cookies used to measure the performance of our website. No personal information is stored in these cookies and we cannot identify individual users from these cookies, but you can opt-out of us using these cookies on this website by editing your browser

settings.

Please note that third parties (including, for example, advertising networks and providers of external services like web traffic analysis services) may also use cookies, over which we have no control. These cookies are likely to be analytical/performance cookies or targeting cookies.

You block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our website.

Except for essential cookies, all cookies will expire after the browsing sessions ends.

INFORMATION OUR WEBSITE COLLECTS FROM YOU

This can include technical information such as:

- the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform.
- if you access the website over a mobile device, we may collect information about the type of mobile device you use, a unique device identifier (for example, your Device's IMEI number, the MAC address of the Device's wireless network interface, or the mobile phone number used by the Device), mobile network information, your mobile operating system, the type of mobile browser you use, and time zone setting.
- information about your visit, including the full Uniform Resource Locators (URL), clickstream to, through and from our site (including date and time), products you viewed or searched for, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), methods used to browse away from the page, and any phone number used to call our customer service number.

DISCLOSURE OF YOUR INFORMATION

We may share your personal information with the parties set out below:

- other clubs, including south west constructing excellence, and other constructing excellence independent clubs
- committee and board members
- other members
- focus groups and partners
- providers of IT and system administration services to our business, including Raydar, Mailchimp, Wild Apricot, SurveyMonkey, Xero
- our professional advisers (including solicitors, bankers, auditors, accountants and insurers),

- analytics and search engine providers that assist us in the improvement and optimisation of our website
- Eventbrite
- third parties to whom we may choose to transfer, or merge parts of our club or our assets

WHERE WE STORE YOUR PERSONAL INFORMATION

We will take all steps reasonably necessary to ensure that your data is treated securely, including taking the following safeguards:

- **Secure lockable desks and cupboards.** Desks and cupboards are kept locked when not in use if they hold confidential information of any kind.
- **Secure office / building.** Secure office with full alarms and limited access.
- **Methods of disposal.** Paper documents are disposed of by shredding or destruction in a manner that ensures confidentiality.
- **Firewalls.**

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal information, we cannot guarantee the security of your data transmitted to our website; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

HOW LONG WE WILL STORE YOUR PERSONAL INFORMATION

The length of time that we will store your data will depend on the 'legal basis' for why we are using that data, as follows:

Legal basis	Length of time
Where we use/store your data because it is necessary for the performance of the contract between you and us	We will use/store your data for as long as it is necessary for the performance of the contract between you and us
Where we use/store your data because it is necessary for us to comply with a legal obligation to which we are subject	We will use/store your data for as long as it is necessary for us to comply with our legal obligations
Where we use/store your data because it is necessary for our legitimate business interests	We will use/store your data until you ask us to stop. However, if we can demonstrate the reason why we are using/storing your data overrides your interests, rights and freedoms,

	then we will continue to use and store your data for as long as it is necessary for the performance of the contract between you and us (or, if earlier, we no longer have a legitimate interest in using/storing your data)
Where we use/store your data because you have given us your specific, informed and unambiguous consent	We will use/store your data until you ask us to stop

To determine the appropriate retention period for personal information, we consider the amount, nature and sensitive of the personal information, the potential risk of harm from unauthorised use or disclosure of your personal information, the purposes for which we process your personal information and whether we can achieve those purposes through other means, and the applicable legal requirements.

YOUR RIGHTS

You have various legal rights in relation to the information you give us, or which we collect about you, as follows:

- You have a **right to access the information** we hold about you free-of-charge, together with various information about why and how we are using your information, to whom we may have disclosed that information, from where we originally obtained the information and for how long we will use your information.
- You have the **right to ask us to rectify any information** we hold about you that is inaccurate or incomplete.
- You have the **right to ask us to erase the information** we hold about you (the ‘right to be forgotten’). Please note that this right can only be exercised in certain circumstances and, if you ask us to erase your information and we are unable to do so, we will explain why not.
- You have the **right to ask us to stop using your information** where: (i) the information we hold about you is inaccurate; (ii) we are unlawfully using your information; (iii) we no longer need to use the information; or (iv) we do not have a legitimate reason to use the information. Please note that we may continue to store your information, or use your information for the purpose of legal proceedings or for protecting the rights of any other person.
- You have the **right to ask us to transmit the information** we hold about you to another person or company in a structured, commonly-used and machine-readable format. Please

note that this right can only be exercised in certain circumstances and, if you ask us to transmit your information and we are unable to do so, we will explain why not.

- Where we use/store your information because it is necessary for our legitimate business interests, you have the **right to object to us using/storing your information**. We will stop using/storing your information unless we can demonstrate why we believe we have a legitimate business interest which overrides your interests, rights and freedoms.
- Where we use/store your data because you have given us your specific, informed and unambiguous consent, you have the **right to withdraw your consent** at any time.
- You have the **right to object to us using/storing your information for direct marketing purposes**.

If you wish to exercise any of your legal rights, please contact Caroline Cash by writing to the address at the top of this policy, or by emailing us at admin@constructingexcellencesw.org.uk

You also have the right, at any time, to lodge a complaint with the Information Commissioner's Office if you believe we are not complying with the laws and regulations relating to the use/storage of the information you give us, or that we collect about you.

[OPTING OUT OF RECEIVING MARKETING COMMUNICATIONS](#)

You can ask us to stop sending you marketing communications at any time by contacting Caroline Cash by writing to the address at the top of this policy, or by emailing us at admin@constructingexcellencesw.org.uk.

Using Mailchimp provides you with an unsubscribe link on every marketing email that is sent.

[AUTOMATED DECISION-MAKING](#)

We do not use automated decision-making processes.

[THIRD PARTY LINKS](#)

Our website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

[CHANGES TO OUR POLICY](#)

Any changes we make to our policy in the future will be posted on our website and, where appropriate, notified to you by email or via social media. Please check our website frequently to see any updates or changes to our policy.

[CONTACT](#)

Questions, comments and requests regarding this policy are welcomed and should be addressed to Caroline Cash by writing to the address at the top of this policy, or by emailing us at admin@constructingexcellencesw.org.uk