

Privacy Policy

NSEP CIC T/A Empowering-Communities understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of everyone who visits this website, “Our Site” and as described in Parts 5 and 6, below, we do not collect personal data about you unless you contact us. Any personal data we do collect will only be used as permitted by law.

Please read this Privacy Policy carefully and ensure that you understand it. Your acceptance of this Privacy Policy is deemed to occur upon your first use of Our Site is requested when you accept our Cookie Notice. If you do not accept and agree with this Privacy Policy, you must stop using Our Site immediately.

1. Information About Us

Our Site is owned and operated by NSEP CIC T/A Empowering-Communities, a Community Interest Company registered in England under company number 06265613

Registered address: Riverside Business Centre, Riverside Road, Lowestoft, Suffolk, NR33 0TQ

Main trading address: Riverside Business Centre, Riverside Road, Lowestoft, Suffolk, NR33 0TQ

VAT number: GB915979474

Data Protection Officer: Sarah Pettengell

Email address: support@empowering-communities.org

Telephone number: +44(0)1493 858768

Postal address: Riverside Business Centre, Riverside Road, Lowestoft, Suffolk, NR33 0TQ

Representative: Gary Pettengell

Email address: support@empowering-communities.org

Telephone number: +44(0)1493 858768

Postal address: Riverside Business Centre, Riverside Road, Lowestoft, Suffolk, NR33 0TQ

2. **What Does This Policy Cover?**

This Privacy Policy applies only to your use of Our Site. Our Site may contain links to other websites. Please note that we have no control over how your data is collected, stored, or used by other websites and we advise you to check the privacy policies of any such websites before providing any data to them.

3. **What Is Personal Data?**

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the “GDPR”) and the Data Protection Act 2018 (collectively, “the Data Protection Legislation”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

4. **What Are My Rights?**

Under the Data Protection Legislation, you have the following rights, which we will always work to uphold:

- a) The right to be informed about our collection and use of your personal data. This Privacy Policy should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Part 10.
- b) The right to access the personal data we hold about you. Part 9 will tell you how to do this.
- c) The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in Part 10 to find out more.
- d) The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we hold. Please contact us using the details in Part 10 to find out more.
- e) The right to restrict (i.e. prevent) the processing of your personal data.
- f) The right to object to us using your personal data for a particular purpose or purposes.
- g) The right to withdraw consent. This means that, if we are relying on your consent as the legal basis for using your personal data, you are free to withdraw that consent at any time.
- h) The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated

means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.

- i) Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 10.

It is important that your personal data is kept accurate and up-to-date. If any of the personal data we hold about you changes, please keep us informed as long as we have that data.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office. We would welcome the opportunity to resolve your concerns ourselves, however, so please contact us first, using the details in Part 10.

5. **What Personal Data Do You Collect and How?**

Subject to the following, we do not collect any personal data from you. Our website collects cookies for the purpose of providing the Service required by the User, in addition to any other purposes described in the present document and in the Cookie Policy. You can see what cookies we use and why in our Cookie Policy [here](#)

Google Analytics (Google LLC) – Google Analytics is a web analytics tool offered by Google to help analyse website traffic. The information it provides helps us compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.

[Read Google's overview of privacy and safeguarding data](#)

Enquiry Form – When you fill in an Enquiry Form you authorise this application to use these details to reply to requests for information or any other kind of request as indicated in the content of the form. Personal data we collect on our Enquiry Forms are email address, first name, last name, telephone number and an open field for you to complete to provide us with any information you want us to know, or are asking us to provide an answer to, such as your area of interest.

Mailchimp (The Rocket Science Group, LLC) – When you subscribe to our Newsletter Mailing List your details are used to integrate with a third party database which is provided by Mailchimp, The Rocket Science Group LLC. Personal Data collected is email address, first name and last name

Read Mailchimp's Privacy Policy [here](#) [Privacy Policy](#)

Email marketing messages that we send may contain tracking beacons / tracked clickable links or similar server technologies in order to track subscriber activity within email marketing messages. Where used, such marketing messages may record a range of data such as; times, dates, I.P addresses, opens, clicks, forwards, geographic and demographic data. Such data, within its limitations will show the activity each subscriber made for that email campaign.

Any email marketing messages we send provide you with an easy method to withdraw your consent (unsubscribe) or manage your preferences / the information we hold about you at any time. You can unsubscribe from our mailing list at any time of the day or night by clicking the unsubscribe link at the bottom of any of our emails, or by contacting our data protection officer at support@empowering-communities.org.

If you subscribe to our mailing list to receive information from us, make an enquiry via our website or send us an email, we may collect your name, your email address, and any other information which you choose to give us. For the purposes of the Data Protection Legislation, we are the data controller responsible for such personal data.

Akismet (Automattic Inc.) – This service analyses our website traffic, potentially containing User's Personal Data with the purpose of filtering it from parts of traffic, messages and content that are recognised as SPAM. Personal data collected is various types of Data as specified in Akismet's privacy policy here [Privacy Policy](#)

YouTube –We embed videos from our official YouTube channel using YouTube's privacy-enhanced mode. This mode may set cookies on your computer once you click on the YouTube video player, but YouTube will not store personally-identifiable cookie information for playbacks of embedded videos using the privacy-enhanced mode.

Read more at [YouTube's embedding videos information page](#).

6. **How Do You Use My Personal Data?**

If we do collect any personal data it will be processed and stored securely, for no longer than is necessary in light of the reason(s) for which it was first collected. We will comply with our obligations and safeguard your rights under the Data Protection Legislation at all times. For more details on security see Part 7, below.

If you contact us and we obtain your personal details from your email, we may use them to respond to your email and send you relevant information.

Any and all emails containing your personal data will be deleted no later than 2 weeks after you have requested to no longer receive information from us and no other personal data will be retained.

We will not share any of your personal data with any third parties for any purposes other than storage on an email server.

7. **How and Where Do You Store My Data?**

The information that you provide to us via Our Site will be transferred to and stored by Empowering-Communities and Mailchimp, an external third party who are based in the US. By supplying such information, you consent to this transfer and storage.

We use Mailchimp to integrate with our Enquiry Forms on our website for the purposes of collecting and storing data for our mailing list. Where we transfer your data to a third party based in the US, the data may be protected if they are part of the EU-US Privacy Shield. This requires that third party to provide data protection to standards similar to those in Europe. MailChimp participates in and has certified its compliance to the Privacy Shield framework. More information is available from the [European Commission](#).

Please contact us using the details below in Part 10 for further information about the particular data protection mechanism[s] used by us when transferring your personal data to a third country.

Personal data security is essential to us and to protect personal data, we take the following measures:

- limiting access to your personal data to those employees, agents, contractors, and other third parties with a legitimate need to know and ensuring that they are subject to duties of confidentiality;
- procedures for dealing with data breaches (the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, your personal data) including notifying you and/or the Information Commissioner's Office where we are legally required to do so;

8. **Do You Share My Personal Data?**

We will not share any of your personal data with any third parties for any purposes, subject to the following exception[s].

If we sell, transfer, or merge parts of our business or assets, your personal data may be transferred to a third party. Any new owner of our business may continue to use your personal data in the same way that we have used it, as specified in this Privacy Policy (i.e. to communicate with you).

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

We may sometimes contract with the following third party for data storage purposes if you have requested to subscribe to our mailing list to receive marketing information from us:

- **Mailchimp (The Rocket Science Group, LLC)**

If any of your personal data is transferred to a third party, as described above, we will take steps to ensure that your personal data is handled safely,

securely, and in accordance with your rights, our obligations, and the third party's obligations under the law, as described above in Part 7.

If any personal data is transferred outside of the EEA, we will take suitable steps in order to ensure that your personal data is treated just as safely and securely as it would be within the UK and under the Data Protection Legislation, as explained above in Part 7.

If we sell, transfer, or merge parts of our business or assets, your personal data may be transferred to a third party. Any new owner of our business may continue to use your personal data in the same way(s) that we have used it, as specified in this Privacy Policy (i.e. to communicate with you).

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

9. **How Can I Access My Personal Data?**

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a "subject access request".

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 10. To make this as easy as possible for you, a Subject Access Request Form is available for you to use. You do not have to use this form, but it is the easiest way to tell us everything we need to know to respond to your request as quickly as possible.

There is not normally any charge for a subject access request. If your request is 'manifestly unfounded or excessive' (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request within three weeks and, in any case, not more than one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

10. **How Do I Contact You?**

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details [(for the attention of Sarah Pettengell):

Email address: support@empowering-communities.org

Telephone number: +44(0)1493 858768

Postal Address: Riverside Business Centre, Riverside Road, Lowestoft, Suffolk, NR33 0TQ

11. **Changes to this Privacy Policy**

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

Any changes will be immediately posted on Our Site and you will be deemed to have accepted the terms of the Privacy Policy on your first use of Our Site following the alterations. We recommend that you check this page regularly to keep up-to-date. This Privacy Policy was last updated on 22/10/18.