

Privacy Policy

We want everyone who is in support of the BID or accesses our services, to feel confident and comfortable with how any personal information you share with us will be looked after or used. This Privacy Policy sets out how we collect, use and store your personal information (this means any information that identifies or could identify you).

The BID Privacy Policy may change so please remember to check back from time to time, this is version 1.1 was last updated on the 23rd May 2018. Where we have made any changes to this Privacy Policy, we will make this clear on our website or contact you about any changes.

We are committed to treating you with respect and openness as outlined in our Policy

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1. Who we are

Here at BID, we are committed to protecting your personal information and making every effort to ensure that your personal information is processed in a fair, open and transparent manner.

We are a "data controller" for the purposes of the Data Protection Act 1998 and (from 25 May 2018) the EU General Data Protection Regulation 2016/679 ("Data Protection Law"). This means that we are responsible for, and control the processing of, your personal information.

For further information about our privacy practices, please contact our Data Protection Officer by:

- Calling us on 01229 666069
- Emailing at: admin@ulverstonbid.org.uk

2. How we collect information about you

We want to make sure you receive the communications that are most relevant to you, be it through visiting our website or receiving emails, post or phone calls. We want to make sure you receive the best attention when you become a member, donate or access other services.

We collect information from you in the following ways:

When you interact with us directly: This could be if you ask us about our activities, engage with us in a project, donate to us, apply for a position, or otherwise provide us with your personal information. This includes when you phone us, visit our website or get in touch through the post, or in person.

When you interact with us through partners or suppliers working on our behalf: This could be if you access our services through a regulated body, such as a local council.

When you interact with us through third parties: This could be if you provide information through a third party such as Loyal Free or one of the other third parties that we work with and provide your consent for your personal information to be shared with us.

When you visit our website: We gather general information which might include which pages you visit most often and which services, events or information is of most interest to you. We may also track which pages you visit when you click on links in emails from us. We also use "cookies" to help our site run effectively. There are more details below – see 'Cookies'.

We use this information to personalise the way our website is presented when you visit to make improvements and to ensure we provide the best service and experience for you. Wherever possible we use anonymous information which does not identify individual visitors to our website.

From other information that is available to the public: To tailor our communications with you to your background and interests we may collect information about you from publicly available sources or through third party subscription services or service providers (we have provided further details about this below – see 'Profiling: Making our work unique to you').

3. Information we collect and why we use it

Personal Information

Personal information we collect includes details such as your name, date of birth, email address, postal address, telephone number and credit/debit card details, bank details (if you are making a purchase or receiving funding or donating to BID), as well as information you provide in any communications between us. You will have given us this information whilst applying for funds, purchases, registration of business or any of the other ways to interact with us.

We will mainly use this information:

- To process your Levy Fee
- To provide the services or goods that you have requested.
- To update you with important administrative messages about your levy, an event or services or goods you have requested.
- To keep a record of your relationship with us.
- Where you work with us, to administer the arrangement.

We may also use your personal information:

- To contact you about our work and how you can support BID.
- To invite you to participate in surveys or research and projects

A special note about the Sensitive Personal Information we hold

Data Protection Law recognises that some categories of personal information are more sensitive. Sensitive Personal Information can include information about a person's health, race, ethnic origin, political opinions, sex life, sexual orientation or religious beliefs.

If you contact us at BID through emails or contact forms, you may choose to provide details of a sensitive nature.

We will only use this information:

- For the purposes of dealing with your enquiry, quality monitoring or evaluating the services we provide.
- We will not pass on your details to anyone else without your express permission.
- Where you have given us your express consent or otherwise clearly indicated to us (for example, by submitting your story through our website page) that you are happy for us to share your story, then we may publish it in other media.

4. Profiling: making our work more unique to you

We want to improve how we talk to you and the information we provide through our website, services, products and information. To do this we sometimes use profiling and screening methods so that we can better understand our supporters, your preferences and needs to provide a better experience for you.

We may also work with third party organisations who provide additional insight, this may include providing general information about you that is publicly available.

This information can be appended to the information that you have provided which allows us to use our resources more effectively by better understanding the background of our supporters of BID.

You can of course opt out of this activity at any time. To do this, email 'admin@ulverstonbid.org.uk' with the subject line 'Please stop analysis of my data', or by phone on 01229 666069

5. Legal basis for using your information

In some cases, we will only use your personal information where we have your consent or because we need to use it to fulfil a contract with you (for example, A Funding Application)

However, there are other lawful reasons that allow us to process your personal information and one of those is called 'legitimate interests'. This means that the reason that we are processing information is because there is a legitimate interest for BID to process your information to help us to achieve our vision.

Whenever we process your Personal Information under the 'legitimate interest' lawful basis we make sure that we consider your rights and interests and will not process your personal information if we feel that there is an imbalance.

Some examples of where we have a legitimate interest to process your Personal information are where we contact you about our work via post, use your personal information for data analytics, conducting research to better understand who our supporters are, improving our services, for our legal purposes (for example, dealing with complaints).

6. Marketing

We will only contact you about our work and how you can support BID by phone, email or text message, if you have agreed for us to contact you in this manner.

However, if you have provided us with your postal address we may send you information about our work and how you can support BID by mail unless you have told us that you would prefer not to hear from us in that way.

You can update your choices or stop us sending you these communications at any time by contacting 'admin@ulverstonbid.org.uk' or clicking the unsubscribe link at the bottom of the relevant communication.

7. Sharing your Information

The personal information we collect about you will mainly be used by our managements board and officers at BID so that they can support you and your business.

We will never sell or share your personal information with organisations so that they can contact you for any marketing activities. Nor do we sell any information about your web browsing activity.

BID may however share your information with our trusted partners and suppliers who work with us on or on our behalf to deliver our services, but processing of this information is always carried out under our instruction. We make sure that they store the data securely, delete it when they no longer need it and never use it for any other purposes. Some examples of where we may share your information are with our fulfilment partners who help to create and send information to you to reduce our costs.

We enter into contracts with these service providers that require them to comply with Data Protection Laws and ensure that they have appropriate controls in place to secure your information.

Legal disclosure

We may disclose your information if required to do so by law (for example, to comply with applicable laws, regulations and codes of practice or in response to a valid request from a competent authority); or, to enforce our BID terms and conditions and other agreements.

8. Keeping your information safe

We take looking after your information very seriously. We've implemented appropriate physical, technical and organisational measures to protect the personal information we have under our control, both on and off-line, from improper access, use, alteration, destruction and loss.

Unfortunately, the transmission of information using the internet is not completely secure. Although we do our best to protect your personal information sent to us this way, we cannot guarantee the security of data transmitted to our site.

Our websites may contain links to other sites. While we try to link only to sites that share our high standards and respect for privacy, we are not responsible for the content or the privacy practices employed by other sites. Please be aware that advertisers or Web sites that have links on our site may collect personally identifiable information about you. This privacy statement does not cover the information practices of those websites or advertisers.

Any debit or credit card details which we receive on our website are passed through, Paypal, Go Cardless, or our payment processing partners, according to the Payment Card Industry Security Standards.

9. How long we hold your information for

We only keep it as long as is reasonable and necessary for the relevant activity, which may be to fulfil statutory obligations .

10. Your rights

You have various rights in respect of the personal information we hold about you – these are set out in more detail below. If you wish to exercise any of these rights or make a complaint, you can do so by contacting by email at admin@ulverstonbid.org.uk and by phone on 01229 666069. You can also make a complaint to the data protection supervisory authority, the Information Commissioner's Office, <https://ico.org.uk/>

- **Access to your personal information:** You have the right to request access to a copy of the personal information that we hold about you, along with information on what personal information we use, why we use it, who we share it with, how long we keep it for and whether it has been used for any automated decision making. You can make a request for access free of charge. Please make all requests for access in writing and provide us with evidence of your identity.
- **Right to object:** You can object to our processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes. Please contact us as noted above, providing details of your objection.
- **Consent:** If you have given us your consent to use personal information you can withdraw your consent at any time.
- **Rectification:** You can ask us to change or complete any inaccurate or incomplete personal information held about you.
- **Erasure:** You can ask us to delete your personal information where it is no longer necessary for us to use it, you have withdrawn consent, or where we have no lawful basis for keeping it.

- **Portability:** You can ask us to provide you or a third party with some of the personal information that we hold about you in a structured, commonly used, electronic form, so it can be easily transferred.
- **Restriction:** You can ask us to restrict the personal information we use about you where you have asked for it to be erased or where you have objected to our use of it.
- **No automated-decision making:** Automated decision-making takes place when an electronic system uses personal information to decide without human intervention. You have the right not to be subject to automated decisions that will create legal effects or have a similar significant impact on you, unless you have given us your consent, it is necessary for a contract between you and us or is otherwise permitted by law. You also have certain rights to challenge decisions made about you. We do not currently carry out any automated decision-making.

Please note, some of these rights only apply in certain circumstances and we may not be able to fulfil every request.

11. Cookies

'Cookie' is a name for a small file, usually of letters and numbers, which is downloaded onto your device, like your computer, mobile phone or tablet when you visit a website.

They let websites recognise your device, so that the sites can work more effectively, and also gather information about how you use the site. A cookie, by itself, can't be used to identify you.

How do we use cookies?

We use cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you come to our website and allows us to improve the user experience.

The cookies we use

We use the categorisation set out by the UK Cookie Guide.

We use all four categories of cookies:

- Strictly necessary cookies are essential for you to move around our website and to use its features, like our shopping basket and your account.
- Performance cookies collect anonymous information about how you use our site, like which pages are visited most.
- Functionality cookies collect anonymous information that remember choices you make to improve your experience, like your text size or location. They may also be used to provide services you have asked for such as watching a video or commenting on a blog.
- Targeting or advertising cookies collect information about your browsing habits in order to make advertising relevant to you and your interests. As such if you visit the BID website you may then be more likely to see adverts about BID's work on other websites as your browsing suggests that this is an area of interest.

No cookies, please

You can opt out of all our cookies (except the strictly necessary ones). Find out how to control and delete cookies in your browser.

But, if you choose to refuse all cookies, our website may not function for you as we would like it to.

If you have any questions about how we use cookies, please contact us

12. Monitoring

Your communications with our teams (including by telephone or email) may be monitored and/or recorded for training, quality control and compliance purposes to ensure that we continuously improve our customer service standards.

Supporter Policy May 2018

Our Supporter Promise

The BID only exist through the dedicated support of its members and the support from the communities that we operate in.

We want you to know that we really value your support, whether that's through taking action, giving up your time, being a member, donating engaging in a project. We are committed to treating you with respect and openness, so this is our promise to you:

Our communications with you

- We hope you'll want to hear more about our work. We'll always be clear with you about how we'll communicate with you.
- If you tell us you'd rather not be contacted, or you'd rather we didn't contact you in a certain way, we'll act on your wishes.
- You can change your mind about what you receive from us at any time.

About your Levy or the money you've donated

- Your money will be used responsibly to help the Ulverston Town and to achieve the four objectives as set in the business plan, requested by you the member, to be achieved. We will keep administration costs to a minimum without jeopardizing the quality of BID's work, so as much of your money will be used to enhance the Ulverston town to the Local, National and International market place.
- We'll answer any question you have about how your money is spent and you can access clear yearly accounts on the Companies House website
- We might turn down a donation or payment for services if we feel that accepting it would damage our independence or reputation. If we do, we'll explain why.

Our use of your personal details

- We use carefully selected suppliers to help us deliver our communications and services and we will keep any personal information safe, only using your details to contact you in the ways you've agreed to.
- We will always respect your right to privacy and adhere to laws around the use of data.
- When necessary, we may share data with our own carefully regulated and monitored external suppliers, for processing purposes. We will ensure their use of the data is in line with our own data protection policies and not kept or used by them for any other purposes.

Suppliers we work with

- Sometimes we work with external suppliers to contact you, simply because our team isn't big enough.
- We will only work with professional organisations that meet our high standards.
- We'll train, monitor and regulate our external suppliers to meet our standards. We will act quickly if they do not meet the high standards we set
- Everyone we work with that has contact with our members is inducted to the BID objectives