

PRIVACY NOTICE
INFORMATION FOR CHS GROUP
STAKEHOLDERS

CHS is committed to protecting your personal data. This privacy notice sets out how your personal data will be collected and processed. Please note that this privacy notice will be regularly reviewed and may be updated from time to time.

What information do we collect?

We collect a range of information about you throughout our relationship. This may include:

- your name, address and contact details, including email address and telephone numbers;
- your job title and place of work.

We collect this information in a variety of ways, generally in the form of personal contact, but occasionally from third parties, such as business contacts or colleagues.

Why do we process personal data?

We need to process data:

- To maintain direct communications with you as a named individual or your company;
- To improve how we communicate with our stakeholders;
- To improve the services we offer our clients and stakeholders;
- To maintain accountability to stakeholders and to inform you of relevant news and information that you would expect to receive from us – this may include marketing information to which you will always be able to opt out;

Under article 6 of GDPR we are required to tell you under which lawful basis we are processing your data. In this instance we are processing your data under 'Legitimate Interests'.

Who has access to the data?

Your information will be shared internally.

We will not share your data with third parties.

We will not transfer your data outside the European Economic Area.

How do we protect your data?

We take data security very seriously. We have internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties. Your data may be held securely in electronic and/or manual records. All of our staff receive data protection training and are made aware of how data should be handled and stored in accordance with data protection legislation. Where appropriate, IT systems have restricted access arrangements in place to ensure that only authorised staff have access to your data.

For how long do we keep your data?

We will keep your data until you request that it be deleted (which we will do within 30 days). In the event that you leave your current position with the organisation you represent, your personal data will be deleted unless CHS has sound business reasons for retaining it.

Your rights

Even if we already hold your personal data, you still have various rights under data protection legislation. We will seek to deal with your request without undue delay and in accordance with any legislative requirements. We may keep a record of your communication to help us resolve any issues or requests that you raise.

- Right to object – if we are using data because we deem it necessary for our legitimate reasons to do so and you do not agree, you have the right to object. You also have the right to object to being subject to automated decision making, including profiling and direct marketing.
- Right to withdraw consent – where we have obtained your consent to process personal data for certain activities (including marketing), you may withdraw your consent and request that your personal data be deleted at any time.
- Right to access (subject access request) – you have the right to ask us to confirm what information we hold about you at any time and may ask us to modify or update such information. We may ask you to verify your identity, provide more information and/or where legally permitted decline your request and explain why.
- Right to erasure – in the following circumstances, you have the right to request that your personal data be erased: if the data is no longer necessary for the original purposes it was collected or processed, it has been processed unlawfully, it should be deleted due to a legal obligation or you object to processing and there is no overriding legitimate interest for us to continue processing. We may only decline your request if certain limited conditions apply.
- Right to block or restrict processing whilst the organisation considers your requests exercised under data protection legislation.

If you would like to exercise any of these rights, please e-mail data.protection@chsgroup.org.uk or write to the Data Protection Officer, Endurance House, Vision Park, Chivers Way, Histon, Cambridge, CB24 9ZR.

If you are unhappy with the way in which your personal data has been processed you may in the first instance contact our Data Protection Officer using the above address.

If you remain dissatisfied then you have the right to complain directly to the Information Commissioner (www.ico.org.uk/concerns)

What if you do not provide personal data?

You are under no statutory or contractual obligation to provide data to the organisation; however, if you do not, we will be unable to provide you with relevant information about CHS Group.

Contact details of the Data Lead

The Chief Executive is the relevant Data Protection Lead for stakeholders on behalf of the CHS Group.

Contact details of the Data Protection Officer

CHS Group has a Data Protection Officer who can be contacted by e-mailing data.protection@chsgroup.org.uk or writing to our offices at Endurance House (at the address given above).

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