

South Wales Chamber of Commerce Privacy Notice

Privacy Notice

1. Introduction

This privacy notice explains when and why we collect personal information about visitors to our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

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

2. What is the South Wales Chamber of Commerce?

South Wales Chamber of Commerce (the Chamber) is a membership-based organisation. Our mission is to strengthen member businesses and stimulate Welsh business prosperity generally through the provision of relevant information, services and advocacy.

The Chamber is part of a network of 53 Chambers of Commerce across the UK accredited by the British Chambers of Commerce (BCC). One purpose of the Chamber is to "promote support or oppose any legislation or policies". This objective is stated in the Chamber's Articles of Association (see section 2(d) of Chamber AoA, view excerpt of Aims & Objects (Section 2) [here](#)). We will provide BCC with your company's email address in order for BCC to conduct research into the impact of policies on your business.

3. The legal bases we rely on to process personal information

The law on data protection sets out a number of different reasons for which a company may collect and process personal data, including:

Contractual obligations

In certain circumstances, we need personal data to comply with our contractual obligations. For example, if your business becomes a member, we will collect contact details, so we can send out membership focussed information.

Legal obligations

We are legally required to keep some information, such as certification and financial data, for prescribed periods.

Public task

Where we have been mandated by a public authority to issue, for example, international trade certificates.

South Wales Chamber of Commerce Privacy Notice

Legitimate interest

We also require personal information to pursue our legitimate interests in a way which might reasonably be expected as part of running our business and which does not materially impact your rights, freedom or interests.

For example, the proper administration of our website and the day-to-day provision of our services.

Consent

In specific situations, we can collect and process your data with your consent.

For example, when you tick a box for your business to receive emailed notification of events or training from us.

You can find full details of our privacy policy [here](#).

4. When do we collect personal data?

- When a business becomes a member with us we collect contact details that identify the appropriate individuals for us to contact within the member business.
- When individuals from member businesses visit their dashboard area on our website and access their membership account.
- When individuals book, or are booked in by their company, to attend training courses or events.
- When individuals pay for our services on behalf of their business.
- When individuals lease a commercial property from us on behalf of their business.
- When individuals engage with us on social media.
- When we are contacted with queries, complaints etc.
- When individuals enter prize draws or competitions run by the Chamber.

You can find full details of our privacy policy [here](#).

5. What sort of personal data do we collect?

- Member contact name(s), invoicing and business address(es), email(s) and telephone number(s), along with demographic information such as the local authority area or industry sector of the business.
- Details of Chamber services users and topics they may be interested in such as, international trade opportunities, events and training courses.
- Payment information for membership, training, event ticket payments etc. Note: we do not collect payment card details.
- User social media username, if you interact with us through those channels, to help us respond to your comments, questions or feedback.

South Wales Chamber of Commerce Privacy Notice

- Your image may be recorded on CCTV if you visit our properties.
- Data about visitor use of our website and services which may include IP address, geographical location, browser type and version, operating system, page views and website navigation paths, as well as information about the timing, frequency and pattern of service use.
- Information gathered by the use of cookies in web browsers.

You can find full details of our privacy policy [here](#), and of our cookie policy [here](#).

6. How and why do we use personal data?

The Chamber collects information directly from individuals or from the parent companies of individuals. The information may be collected through e-mails, phone calls, online registration forms, event registration forms and/or face to face meetings.

We use personal data to:

- Develop and customise our services to meet the needs and preferences of members, and to bring to their attention member services, events, networking opportunities and training courses. This use is part of our contractual obligation to members.
- Seek the views or comments of business people on emerging political or economic issues.
- Manage training course and event attendance.
- Process payments for the services we provide.
- Engage with businesses via social media.
- Process and respond to queries received from the public or other relevant stakeholders.
- Analyse the website statistics of user behaviour to measure interest in and use of the different sections of the website, and to improve the features and content of the website and our marketing material.

If your business is not a member of the Chamber or if your membership has lapsed, you can choose to opt-out of further contact with us by following the opt-out link on our emails.

You can find full details of our privacy policy [here](#) .

7. How we protect personal data

Data security is important to all our members and visitors. With this in mind the Chamber will treat your personal information with the utmost care and take all appropriate steps to protect it.

Security measures are in place to prevent personal data from being accidentally lost, disclosed or tampered with. Access to personal data is limited to those Chamber employees, contractors or agents who have a legitimate business need, such as managing memberships, letting properties or processing payments.

South Wales Chamber of Commerce Privacy Notice

The Chamber's employees, contractors and agents are subject to a duty of confidentiality and due care with respect to handling personal data. All employees are trained on data security and information protection.

8. How long do we keep personal data?

The personal data collected is stored in the Chamber's CRM and other appropriate data management systems, both paper based and electronic.

Some data, such as financial information, must be kept for a legally prescribed period of time. When deciding how long to keep personal information with no prescribed legal retention period, we take into account the purpose or purposes for which we hold the information. You can find full details of our document retention and storage policy [here](#). This policy will be regularly reviewed.

Information that is no longer needed will be securely deleted. We will update, archive or securely delete out of date information.

9. Who do we share data with?

We sometimes share personal data with third parties, such as our public relations company, and sometimes third parties collect and administer personal information on our behalf, for example our website administrators who administer cookies and other forms of website usage analytics.

Personal data will not be transferred to any agency located outside the EU unless consent has been gained. Data would only be sent if the business concerned was trading outside the EU and, for example, contact information needed to be sent to an embassy.

On an aggregate basis without any identifiers, personal data may be used to provide third parties with information such as the composition of our membership, to help us develop new member services and products, and to provide sponsors and others with aggregate information about our members and website users, and how they use our website and services.

Our policy is that:

- We will only provide the information needed for third parties to perform their specific services.
- Third parties may only use personal data for the exact purposes we specify in our contract with them.
- We work closely with third parties to ensure that personal privacy is respected and protected.
- If we stop using the services of a third party, any personal data held by them will either be deleted or rendered anonymous.

We do not sell data on to third parties for advertising.

South Wales Chamber of Commerce Privacy Notice

British Chamber of Commerce Surveys

We share a small amount of personal information with our accrediting organisation, the British Chambers of Commerce (BCC).

BCC will not contact your business for any other purpose other than to notify you of an opportunity to respond to a national policy survey. Each year, BCC conducts around five surveys which directly help us develop and shape Government policy across a range of areas, including business taxation, international trade, and employment conditions. The data from these surveys are completely anonymised and aggregated so that individual responses cannot be identified. The anonymised data are then presented in closed briefings with stakeholders across UK Government, and shared publicly through BCC's press team.

The purpose of carrying out the surveys is to produce reports, which BCC and the Chambers can then use in their activities in promoting and protecting the interests of UK businesses; in other words, they are part and parcel of the function and purpose of BCC and the Chamber.

You can contact us if you do not wish to be contacted by BCC, and you will have the opportunity to unsubscribe from BCC's research mailing list at any point. If your or your parent company's membership of a local Chamber has lapsed, the BCC may continue to contact you about opportunities to respond to business surveys. You can choose to opt in or out of further contact with the BCC.

10. What are your rights?

An overview of your different rights

You have the right to request:

- Access to the personal data we hold about you, free of charge in most cases.
- The correction of your personal data when incorrect, out of date or incomplete.
- The deletion of your personal information when it is no longer needed for a legitimate business, legal or regulatory obligation.
- That we stop any consent-based processing of your personal data after you withdraw that consent.

You can contact us to request to exercise these rights at any time by contacting info@southwaleschamber.co.uk

If your business is a member and you wish to amend your information, please update your online account via your membership link (you will need your password) or contact info@southwaleschamber.co.uk

Where we rely on our legitimate interest

In cases where we are processing your personal data on the basis of our legitimate interest, you can ask us to stop for reasons connected to your individual situation.

We must then do so unless we believe we have a legitimate overriding reason to continue processing your personal data.

South Wales Chamber of Commerce Privacy Notice

11. Changes to this Privacy Notice

We will review our privacy policy and this notice regularly.

The last date the notice was reviewed was 13 July 2018.