

## **Privacy Notice**

This privacy notice describes how we process your personal information. It deals with how we collect information, what we do with it, how we protect it and what controls and rights you have.

By providing your personal data to us or using our services or our website, you accept or consent to the practices in this Privacy Policy

### **Our commitment to you:**

We are committed to protecting the privacy of anyone who interacts with us and will treat all information you give us carefully.

### **We promise to:**

- Tell you why we collect personal information, how we do this and what we use it for.
- Only collect the information we need to deliver the service to you.
- Keep personal information current and ensure it is safe and secure.
- Tell you why we can process your information.
- Tell you what purpose we are processing it for.
- Tell you whether you must provide it to us.
- Tell you how long we store it.
- Tell you if there are other recipients of your personal information.
- Tell you if we intend to transfer it to another country, and
- Tell you if we use automated decision-making or profiling.

### **What information do we collect?**

We process personal information to enable us to provide services to you or to enable you to fulfil a role with us. This may include:

- Name and address.
- Email address and telephone numbers.
- Details of services you are requesting from us.
- Details of services you may have received from us.
- The result of any credit or anti-fraud checks we have made on you.

### **Involvement with our Community Services/Tenants of Henderson Business**

**Centre/Volunteers** – if you are applying to access our services or become a business tenant or volunteer with us, we may collect and process:

- Details of other people who make up your household
- Date of birth
- Financial information, including income sources and bank statements
- Educational establishments attended and course details
- Student finance

We may collect this information from your parent or guardian if you are under 18.

**Job Applicants:** If you are applying for a job role with us, we may collect and process:

- Your photograph
- Information for equality monitoring purposes
- Health reports or medical information that you provide
- Information gathered at recruitments:

- CV, application or cover letter
- details of former employers or others who may provide a reference
- education and employment history
- References
- Details of driving licence
- Criminal convictions
- Right to work documentation

**Trustees:** If you apply to become a Trustee, we may collect and process:

- Details of other organisations you are involved with
- Date and country of birth
- National Insurance Number
- Passport number

### **How do we collect Personal Information?**

We collect personal information in the following ways:

- When you enquire about one of our services
- When you apply to be a tenant of our offices or industrial units
- When you apply for employment or another role with us.
- When you provide information by filling in a form on registration or information provided at any other time.
- During the provision of services to you.
- When you participate in discussion forums or other social media on our site or sites managed by us.
- When you contact us by email, telephone, social media, or any other way.
- When you visit our website.
- When you sign in and out of our premises (visitors log).

### **How we use the information and why we need it.**

We use personal information to provide services and meet our commitments. This may include:

- **Contract:** If we have a contract with you, we'll process your information to fulfil it.
- **Consent:** We ask for your consent to process your info if there's no other legal reason. You can change your mind anytime by contacting us.
- **Public Interest:** To interact in the public interest.
- **Legal Claims:** When necessary to defend legal claims or court action.
- **Vital Interests:** To protect your vital interests or those of another person.
- **Employment:** To fulfil our duties under employment law.
- **Marketing:** To provide you with information about requested services or relevant updates. You can unsubscribe from marketing emails.

### **Legitimate interests**

We may also process your data when it is in our legitimate interest to do this and when these interests do not override your rights. These interests include:

- **Updating Records:** Keeping our records up to date.
- **Research & Analysis:** Conducting research to monitor and improve services.
- **Sharing Information:** Sharing your information to comply with legal obligations or to run our organisation (e.g. with IT and HR service providers).

- Legal Compliance: Fulfilling laws that apply to us and third parties we work with.
- Business Transactions: Participating in mergers, sales, or purchases of all or part of our business.
- Managing Relationships: Managing relationships with you and third parties who help us provide services to you.
- Marketing: Providing information on services

### **Who will see the information?**

Your information will be accessible to our staff, where appropriate to their role. We will never sell your information or let other organisations use it for their purposes. We will only share your personal information:

- Vital Interests: To protect your vital interests (life or health).
- Legal Obligation: When there is a legal or regulatory requirement for us to share information with others.
- Law Enforcement: With police or other law enforcement agencies when required by law or court order.
- Service Providers:
- for employees, we may share information with organisations providing services like payroll, pension accountancy, and HR administration
- for applicants we may share information that is necessary to enable a serve to be provided
- Auditors and Advisors: With auditors, professional advisors, and pension administrators.
- Trustees: With our Trustees when necessary for providing services or fulfilling our duties as an employer.
- Third-Party Processors: When using third-party data processors, we ensure they comply with confidentiality and security obligations under Data Protection legislation.
- Consent: Where consent is necessary, we'll obtain it and inform you of the specific reason. You can withhold consent when completing the form on which we collect the data or by contacting us at the address at the end of this document.

### **Security**

- We take your personal information's security very seriously. We have measures in place to prevent unauthorised access, unlawful processing, and the loss, destruction, or damage of your data.
- All your information is stored on our secure servers. If you have a password to access parts of our site, you must keep it confidential and not share it with anyone.
- Sending information over the internet is not completely secure. We will do our best to protect your data, but we can't guarantee its security before it reaches us.
- You transmit data at your own risk.
- We process your personal data in the UK.

### **You have the following rights:**

- Transparency about how we use your personal information (right to be

informed).

- To request a copy of the information we hold about you, which will be provided to you within one month (right of access).
- An update or amendment of the information we hold about you (right of rectification).
- To ask us to stop using information (right to restrict processing).
- Ask us to remove your personal information from our records (right to be forgotten).
- Request us to remove your information for marketing purposes (right to object).
- To obtain and reuse your Data for your purposes (right to portability).
- Not to be subject to a decision based on automated processing.

You can contact us about any of these rights. To protect your privacy, we may ask you to prove your identity before we respond to a request.

If you're unhappy with how we handle your request, please contact us first to try to resolve your concern. If we're unable to help, you can reach the Information Commissioner's Office at 0303 123 1113.or at their website: [www.ico.org.uk](http://www.ico.org.uk).

### **Retention of information**

We keep your information only as long as necessary for each purpose. We follow these guidelines:

- Any time limits set by law or recommended by regulators, professional bodies, or associations.
- For as long as we have a reasonable need to manage our relationship with you or for running our organisation.
- CCTV is used for the safety of visitors and staff and the security of our property. Images are kept less than 30 days, unless they are needed for the purposes on of investigation.

### **Cookies**

Our website uses Cookies to distinguish you from other users of our website. This helps us provide a good experience when you browse our website and allows us to improve our site. More information about our use of Cookies is available in our Cookies notice on this website

### **How to contact us**

If you have any questions about how we collect, store, and use personal information, or if you have any other privacy-related questions, please get in touch with us by any of the following means:

Telephone                      01603 251700

Email                              [info@henderson-norwich.org](mailto:info@henderson-norwich.org)

In writing                         Henderson Trust, Henderson Business Centre, 51 Ivy Road,  
Norwich. NR5 8BF