

Privacy Policy

Policy Date: June 2024

Review Date: June 2025



Policy Statement

CoLab Exeter is committed to protecting the rights and freedoms of individuals in accordance with the provisions of the Data Protection Act 1998.

CoLab Exeter's staff and customers who process personal data must adhere to the GDPR Privacy notice standards.

Status of the Policy

This Privacy Policy is to be reviewed annually by the Chief Executive Officer, Company Secretary and Data Protection Advisor (currently the Business & Operations Coordinator).

A breach of this policy on an organisational basis may result in individual disciplinary action under the relevant CoLab Exeter disciplinary procedures.

Scope

This privacy policy sets out how CoLab Exeter uses and protects any information that you give CoLab Exeter when you engaging with our services, support, projects, staff or volunteers.

CoLab Exeter is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with our privacy statements.

CoLab Exeter may change this policy from time to time should updates be required or procedures reviewed, all staff will be notified of any changes as and when they are agreed.

Should anyone using or affected by this policy have any questions, concerns or comments they should be directed to the Data Protection Advisor.

What we collect

We may collect the following information:

- name and job title
- contact information including email address
- demographic information such as postcode, preferences and interests
- personal details relevant to support of services being accessed
- photographs
- feedback and testimonials
- other information relevant to customer surveys and/or offers

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, to ensure we are meeting quality standards and project outcomes and, in particular, for the following reasons:

- Internal record keeping.
- To satisfy contractual or funder obligations.
- To satisfy legal obligations.

- We may use the information to improve our projects and services.
- We may periodically send promotional emails about new services, special offers or other information which we think you may find interesting using the email address or contact number which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, or mail.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect either online or face to face.

Our Safeguarding Policy should be read in line with this policy and should an immediate or serious safeguarding concern be raised relevant personal information may need to be shared confidentially with essential staff or professionals involved.

Controlling your personal information

You may choose to ask us to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form either paper based or on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- if you have previously agreed to us using your personal information for support, services, or direct marketing purposes, you may change your mind at any time by writing to or emailing us at enquiries@colabexeter.org.uk

We **will not** sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you information about third parties which we think you may find interesting if you tell us that you wish this to happen.

You may request details of personal information which we hold about you under the Data Protection Act. There is no fee payable for us providing you with your data that we hold however if your data request is labour intensive we have the right to charge an agreed administration fee. If you would like a copy of the information held on you please write to The Data Protection Advisor at heather.skinner@colabexeter.org.uk

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.