

PRIVACY NOTICE – Halton Borough Council Business Improvement & Growth Team / Halton Growth Hub

Who is the Data Controller for the information I provide?

Halton Borough Council is the Data Controller for the personal information you provide.

The Council's Data Protection Officer can be contacted on 0151 511 7002 or by email to Jonathan.Greenough@halton.gov.uk

What kind of information do we hold about you?

We only hold contact details that are related to your business or your business support query, such as name, title, addresses, telephone numbers and email address.

Why do you need my information?

We provide and signpost business support services free of charge to local existing businesses, individuals looking to start and business in the borough of Halton and those businesses looking to invest and relocate to the borough of Halton.

We require your information in order to continue to provide free business support services that you have requested us to deliver to you. For those businesses in Halton that have not requested our business support services, or for those businesses that have no longer need of our services, we will continue to hold information on your business for the purposes of internal monitoring and reporting on the quality of our service and for economic analysis of the borough of Halton. We will not contact you for any marketing purposes without your explicit consent, and you can opt out at any time.

What legal basis allows you to use my information?

- Consent: the individual has given clear consent to process their personal data for a specific purpose
- Processing is necessary for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes in accordance with Article 89(1) based on law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject.

Do I have to provide this information and what will happen if I don't?

If requested information is not provided, we will not be able to continue to deliver requested services such as offering business support, signposting to other services and keeping you informed of selected, relevant business support information. If you do not want to receive marketing emails from us, you can unsubscribe using the link at the bottom of all our email correspondence, or by emailing business@halton.gov.uk or by phone on 0151 511 7825.

Who will my information be shared with?

Information may be shared with the Local Growth Hub who works with local authorities, chambers of commerce and other partner organisations to deliver regional and local business support. Information on the Local Growth Hub can be found at <http://www.localgrowthhub.com/about>

How long will you keep this information for and why?

We will retain your information for as long as we need to carry out the services requested by you, and thereafter for internal monitoring and reporting purposes, and only in direct connection with our business support services.

How will my information be stored?

Information is stored on a CRM system called Evolutive, managed by Alcium Software who are accredited to ISO 9001:2000 standards.

Will this information be used to take automated decisions about me?

No.

Will my data be transferred abroad and why?

No.

What rights do I have when it comes to my data?

- Right to be informed – through this Privacy Notice
- Right to rectification – you have the right to have personal data rectified if it is inaccurate or incomplete.

- Right to erasure – you have the right to have personal data erased and to prevent processing however the right to erasure does not apply in some circumstances.
- Right to restrict processing – you have the right to block or suppress processing of your data, however this right does not apply in some circumstances.
- Right to data portability – you have the right to obtain and reuse your data for your own purposes (copy or transfer personal data to another environment) in certain circumstances
- Right to object to processing (to certain types of processing only)
- Right of Access - you have the right under the General Data Protection Regulation 2018 to request a copy of your information and to know what it is used for and how it has been shared. This is called the right of subject access. To request a copy of your data or ask questions about how it is used download a copy of our form from <https://www4.halton.gov.uk/Pages/councildemocracy/Data-Protection.aspx> and send it to Information Governance Service, Halton Borough Council, Service Improvement Division, Municipal Building, Widnes, WA8 7QF. Or email informationgovernanceservice@halton.gov.uk

What is the source of the data?

Our data has either been obtained directly from you, in response to your business support query, or obtained from publicly accessible sources, such as the internet and business directories.

Who can I complain to if I am unhappy about how my data is used?

You can complain directly to the Council's Data Protection Officer by writing to: Data Protection Officer, Information Governance Service, Halton Borough Council, Municipal Building, Widnes WA8 7QF'. You also have the right to complain to the Information Commissioner's Office using the following details: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Telephone: 08456 30 60 60 or 01625 54 57 45. Website: www.ico.org.uk