

## Business Support Privacy Statement

Last updated: 25 May 2018

This privacy statement sets out how Public Concern at Work collects, uses, and protects any information that you provide PCaW with when you contact and/or engage with our Business Support service.

We are committed to protecting your privacy when you use our services (either via the website, telephone, email or other method of communication) in accordance with EU GDPR. If we ask you to provide certain information by which you can be identified when using our services, it will only be used in accordance with this privacy statement.

If you are submitting information about a third party, we assume that you have sought their approval for this information to be used in the same way.

Any questions regarding our privacy statement should be directed to our data protection officer Cathy James who can be contacted on 0203 117 2520 or by email – [cj@pcaw.org.uk](mailto:cj@pcaw.org.uk)

### Your acceptance of these privacy statement terms

By engaging with our business support service you consent to the collection and use of your personal information in the manner set out below.

### What we collect

If you engage with our business support service we may collect the following information:

- contact information including name, identity of employers, job title, email address and telephone numbers etc.
- internal organisational policies and other relevant documents
- other information relevant to your engagement with our service

By providing us with this information, you are automatically agreeing to the collection and processing of this data which will be stored on our confidential and encrypted system in accordance with GDPR and data protection best practice.

### How we use the information we collect

1. To provide business support services, including the compilation of reports relating to PCaW's engagement with your business.
2. For the purposes of research to improve our services.
3. For marketing purposes, and to keep your organisation updated on the services PCaW's business support department offers.

### Security

PCaW is 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 in accordance with GDPR and other data protection best practice.

Our website and internal systems upon which we store data is hosted by an external company. All information that you provide PCaW is held securely by our website supplier in accordance with the EU GDPR.

PCaW 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.

PCaW may disclose personal information outside of our organisation if required to do so by law or if we believe such an action is necessary to protect and defend the rights, property and personal safety of our staff or of the charity itself.

#### Retention of data

We will store your data on our secure system and we have a legitimate interest in holding it under EU GDPR. Should you want to find out what data we hold in your relation to your organisation, and/or want to make a request for the erasure of your data, please contact our data protection officer.

#### Changes to policy

Any amendments we make to our privacy policy will be in accordance with the EU GDPR and can be accessed on this webpage. Please feel free to check back at your leisure in the event of any changes.