

# BROWNLOW LIMITED

## Privacy Notice Members

### Overview

At Brownlow Limited we take your privacy seriously and we are committed to protecting your personal data. We aim to be clear about how we use personal data and this privacy notice will inform you as to how we look after your personal data, what personal data we process and why. It includes the relevant requirements of the General Data Protection Regulation. This notice is addressed to individuals who are members of Brownlow Limited. We refer to all these individuals as "members" or "you" in this notice.

This Privacy Notice will give you information about:

1. Who we are and who is responsible for your personal data
2. Where you can contact us if you have any questions about how your personal data is processed by us
3. What types of personal data we process and where we get that personal data from
4. How we use your personal data and what our legal basis for doing so is
5. Who we disclose your personal data to and why
6. Whether we transfer any of your data internationally
7. How we store your data securely
8. How long we hold your personal data for
9. What rights you have in relation to your personal data and how you can exercise those rights.
10. Complaints

### **1. Important information and who we are**

This privacy notice aims to give you information on how Brownlow Limited collects and processes your personal data through your dealings with us.

We are **Brownlow Limited (XR38654)** Our offices are located at **1 Bluestone Business Park, Moyraverty West Road, Craigavon BT65 5HU** and we can be contacted via telephone on **028 38344908** or by email: **info@brownlowlimited.co.uk**. All written requests should be addressed to the Chairperson.

### **2. Where you can contact us if you have any questions about how your personal data is processed by us**

If you have any questions about this privacy notice, including any requests to exercise your legal rights (as set out in paragraph 9), please contact Brownlow Limited at [info@brownlowlimited.co.uk](mailto:info@brownlowlimited.co.uk) or telephone **028 38344908**.

### 3. What types of personal data we process, where we get that personal data from

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may need to collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- **Identity data** includes first name, last name, username or similar identifier, title, date of birth and gender.
- **Contact data** includes billing address, email address and telephone numbers.
- **Financial data** includes payment details
- **Transaction data** includes details about payment from and to you
- **Minutes Data** includes recording your attendance at meetings

We do not collect any Special Categories of personal data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data) unless if one of the limited legal exceptions in GDPR applies. These include:

1. Your explicit consent;
2. Processing is necessary to protect your vital interests (for use in emergencies);
3. Processing is carried out in the course of legitimate activities with appropriate safeguards in relation to our members or persons who have regular contact with us where such data is not disclosed outside of the organisation without your consent;
4. Processing related to personal data which are manifestly made public by you;
5. Processing is necessary for the establishment, exercise or defence of legal claims; and
6. Processing is necessary for reasons of substantial public interest under UK law and which is proportionate to the aim pursued.

Nor do we collect any information about criminal convictions and offences.

If you fail to provide personal data we may not be able to perform the contract or the membership we have or are trying to enter into with you (for example, to provide you with services). In this case, we may have to cancel the membership you have with us but we will notify you if this is the case at the time.

#### **How is your personal data collected?**

We use different methods to collect data from and about you including through:

##### **Direct interactions**

You may give us your Identity, Contact and Financial Data by filling in (membership) forms or by corresponding with us by post, phone, and email or otherwise. This includes personal data you provide when you:

- Participate in our AGM's, events / workshops
- Enquire and/or use our facilities, IT Suite
- Enquire and/or rent our managed workspace
- Give us some feedback

## 7. How we use your personal data

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where we need to perform the contract we are about to enter into or have entered into with you.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests
- Where you have expressly given us consent to process your personal data
- Where we need to comply with a regulatory obligation

### Purposes for which we will use your personal data

We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact us if you need details about the specific legal ground (*lawfulness of processing*) we are relying on to process your personal data where more than one ground has been set out in the table below.

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
To register you as a new member	(a) Identity (b) Contact	(a) Performance of a contract with you. We cannot provide our membership (contract) to you unless you provide us with your personal data. (b) Necessary for our legitimate interests (to keep our records updated and to study how members use our services). We balance this interest with the impact on you and it will assist us to provide the best Brownlow Limited membership service to you

<p>To manage our relationship with you which will include:</p> <p>(a) Notify you about information relevant to Brownlow Limited</p> <p>(b) Notifying you about changes to our terms or privacy policy</p>	<p>(a) Identity*</p> <p>(b) Contact*</p> <p>(c) Transaction data</p> <p>*recorded in our Register of Members</p>	<p>(a) Performance of a contract with you. We cannot provide our services to you unless you provide us with your personal data.</p> <p>(b) Necessary to comply with a legal obligation</p> <p>(c) Necessary for our legitimate interests (to keep our records updated and to study how members use our services). We balance this interest with the impact on you and it will assist us to provide the best service to you.</p>
<p>To administer and protect our community owned social enterprise and registered charity.</p>	<p>(a) Identity</p> <p>(b) Contact</p> <p>(c) Technical</p> <p>(d) Financial</p> <p>(e) Transaction</p>	<p><i>(a) Performance of a contract with you. We cannot provide our services to you unless you provide us with your personal data</i></p> <p>(b) Necessary for our legitimate interests (to run our social enterprise project/initiative), provision of administration services, in the context of operating our community regeneration company and maintaining communication with you, our stakeholders.</p> <p>We balance this interest with the impact on you and it will assist us to provide the best service to you.</p> <p>(c) Necessary to comply with any and all legal obligations taking account of both charity legislation and company law.</p>
<p>To make suggestions and recommendations to you about developments and services that may be of interest to you</p>	<p>(a) Identity</p> <p>(b) Contact</p> <p>(c) Technical</p> <p>(d) Usage</p> <p>(e) Profile</p> <p>(f) Marketing and Communications</p>	<p>(a) Performance of a contract with you. We cannot provide our services to you unless you provide us with your personal data.</p> <p>(b) Necessary for our legitimate interests (to develop and grow our community business / social enterprise and maintain contact with you our stakeholders. We balance this interest with the impact on you and it will assist us to provide the best service to you.</p>

		(c) Necessary for our legitimate interests (to keep our records updated and to study how members use the services of their community owned social enterprise). We balance this interest with the impact on you and it will assist us to provide the best service to you.
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## 8. Who we disclose your personal data to and why

We may have to share your personal data with the parties set out below for the purposes set out in the table in paragraph 4 above.

### Internal third parties

Other companies acting as joint controllers or processors with Brownlow Limited and who are based in the EEA and who may provide IT and system administrations services as well as undertake leadership reporting.

### External third parties

- Service providers acting as processors based in the EEA who provide services including IT and system administration services.
- Professional advisers acting as processors or joint controllers including lawyers, bankers, business advisors, auditors and insurers based in the United Kingdom who provide consultancy, banking, legal, insurance and accounting services.
- Regulators and other authorities acting as processors or joint controllers based in the United Kingdom.
- Statutory bodies for legal purposes

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

## 6. Data processing outside Europe

Brownlow Limited is not normally required to send data outside of the EEA, but in the instance that this would be necessary we will ensure adequate safeguards are in place before doing so to ensure full compliance with the required legislation.

## 7. How we store your data securely

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and the Information Commissioners Office (the "ICO") of a breach where we are legally required to do so.

## 8. Data retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements. We have set out the common retention periods for Personal Data we collect below.

- |   |                                    |
|---|------------------------------------|
| • Members Identity Data                     | Corporate Life of Brownlow Limited |
| • Members contact details                   | Corporate Life of Brownlow Limited |
| • Members contact details after resignation | Corporate life of Brownlow Limited |
| • Financial Data                            | Corporate life of Brownlow Limited |
| • Minutes                                   | Corporate life of Brownlow Limited |

In some circumstances we may make anonymous your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

## 9. What rights you have in relation to your personal data and how you can exercise these rights

You have the right to:

- **Request access** to your personal data (commonly known as a “data subject access request”). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

- **Request erasure** of your personal data or "right to be forgotten". This enables you to ask us to delete or remove personal data where there is no lawful basis for us continuing to process it. You have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for reasons which will be notified to you, if applicable, at the time of your request.
- **Object to processing** of your personal data where we are relying on a legitimate interest (or those of a third party). You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases (other than for direct marketing), we may demonstrate that we have compelling legitimate grounds to process your information which overrides your rights and freedoms.
- **Request restriction** of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.
- **Request the transfer** of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you. *This is known as a "data portability" right.*
- **Withdraw consent** at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

If you wish to exercise any of the rights set out above, please contact us via telephone on **028 38344908** or by email: **info@brownlowlimited.co.uk**.

#### **No fee usually required**

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

### **What we may need from you**

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

### **Time limit to respond**

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

## **10. Complaints**

If you are unhappy with how we are processing your Personal Data, please contact us to discuss via telephone on **028 38344908** or by email **info@brownlowlimited.co.uk**. All written complaints should be addressed to the Chairperson.

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)).  
Address: **Information Commissioner's Office 3rd Floor, 14 Cormac Place, Belfast, BT7 2JB**  
Tel: **028 9027 8757** or **0303 123 1114** Email: **ni@ico.org.uk**.

When we receive a complaint from a person we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint.

We will only use the personal information we collect to process the complaint and to check on the level of service we provide.

We usually have to disclose the complainant's identity to whoever the complaint is about. This is inevitable where, for example, the accuracy of a person's record is in dispute. If a complainant doesn't want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

We will keep personal information contained in complaint files in line with our retention policy. This means that information relating to a complaint will be retained for two years from closure. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

Similarly, where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.



## **Changes to our privacy policy**

**We keep our privacy policy under regular review and we may update this Privacy Notice from time to time. We will place any updates on our website. This policy was last updated on the 25<sup>th</sup> May 2018. Members will be informed where there is a material change and it will be on the website as and when required.**