

## Privacy Policy

This privacy policy sets out how the North East Business Resilience Centres (NEBRC) uses and protects any information that you give us when you use this website or otherwise interact with this organisation.

The NEBRC 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 this privacy statement.

The NEBRC may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from March 2020.

### What we collect

We may collect the following information:

- name and email address
- where you correspond with us any information included in your signature block or that is contained in the correspondence
- demographic information such as preferences and interests
- other information relevant to customer surveys and/or offers

If you post comments on our blog, or other interactive features on our website then your message will be visible to any web-site visitor. Your email address or personal information however will not be visible (unless you include that information in the message itself).]

### What we do with the information we gather

We require this information to understand your needs and to provide you with a better service, and in particular for the following reasons:

- Providing you with the newsletters to which you have subscribed
- Internal record keeping.
- To improve our products and services
- Compliance with our legal obligations for example to demonstrate consent has been obtained to receive mailings from us
- To provide services to you
- If you contact us with a technical question about our website, then we may need to pass it to our technology suppliers

### 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 online.

### How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. We use traffic log cookies to identify which pages of our website are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may however prevent you from taking full advantage of the website.

### Links to other websites

Our website may contain links to other websites of interest however, once you have used these links to leave our site, you should note that we do not have any control over that other website therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

### Our basis for holding and using your data

If you have subscribed for newsletters from us, we only hold and use your personal data in line with the consent that you have given us.

There are also circumstances where we do not require your consent to hold or use your personal data. This is where we can rely on what are called "legitimate interests". This includes situations where we are in correspondence because either you or we are interested in obtaining professional services from each other on our own behalf or on behalf of a client, where one of us is the client of the other, where we are providing services to a client and you are in a collaboration with our client or are representing them, or where you are also providing services to our client.

Data that we acquire in relation to a client file will be retained in relation to that client file for a minimum of two years. It will not be used for any other purpose and will not be shared with persons who are not associated with that client without your consent.

Data that is not acquired in relation to a specific client will be regularly reviewed and deleted when it is no longer relevant or of use.

### Controlling your personal information

If you no longer wish to receive a newsletter or other information from us simply click on the "unsubscribe" button on a copy of that newsletter or email us at [enquiries@nebrcentre.co.uk](mailto:enquiries@nebrcentre.co.uk) specifying which newsletter or information you no longer wish to receive.

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.

You may request details of personal information which we hold about you under the Data Protection Act 2018. If you would like a copy of the information held on you please email us at [enquiries@nebrcentre.co.uk](mailto:enquiries@nebrcentre.co.uk).

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