

Constructing Excellence North East

Privacy policy

Constructing Excellence North East (CENE) is a not-for-profit membership organisation working to support the construction industry and its supply chain in North East England. Our members include organisations of all sizes working within or supplying the construction sector, including construction clients. For more information please go to our website www.cene.org.uk

Our membership includes both companies and individuals and we do collect and use personal information relating to individuals as part of our activities. We do this to effectively manage our membership and to carry out our wider work supporting the construction sector in North East England. Due to the broad nature of our offer, we also collect personal information about individuals who attend our events, request our newsletters and those who work for or with us.

This privacy policy sets out how CENE collects and uses individual's personal information.

Please read this privacy policy carefully to understand how CENE will use your personal information. If you have any questions or queries in relation to this privacy policy, you can contact our Data Protection Officer at:

enquiries@cene.org.uk

Constructing Excellence North East, e-volve Business Centre, Cygnet Way, Rainton Bridge South Business Park,
Houghton-le-Spring DH4 5QY
0191 5007880

This privacy policy explains:

1. Information we may collect about you (including cookies)
2. Use of your information
3. Contacting you
4. Sharing your information
5. Our legal basis for collecting, holding and using your information
6. Security and storage of your information
7. Your rights
8. How to unsubscribe or manage your preferences

Information we may collect about you

We may collect the following information about you:

Information you give to us. You may provide us with personal information by filling in a form, contacting us by phone or e-mail or in person. This includes completing a membership form on

behalf of a business, signing up for an event, requesting to be on any of our subscription lists or applying for a job here, either directly, or via a third party.

The information you give us depends on the reason for you contacting us, but may include your name, job title, employer, address, date of birth, e-mail address and phone number, financial and debit card information, personal identification documents and data relating to access or dietary requirements.

Information we collect about you. We use cookies to automatically collect information about individuals who visit our website.

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site.

CENE uses cookies to:

- Improve the performance of this website on your device.

These cookies are stored only in the browser and are not accessed by or shared with any other service or third party.

You have the option to opt-in or opt-out of receiving cookies:

- Users who opt-in will continue to let the browser store the aforementioned cookies.
- Users who opt-out will have the browser delete all the cookies stored under the cene.org.uk domain.

Information we receive from other sources. We work closely with other organisations, such as professional institutions, charities, industry interest groups and researchers and we may receive information about you from them. For example, we could gain access to your business contact details via publicly available information such as Companies House. We may also be given your contact details by our primary contact at your organisation, if they think that you would benefit from getting involved with CENE or benefit from engaging in our activities. For example, they could nominate you to sit on our G4C Committees, Theme Groups, Advisory Board or Board.

From these sources we may obtain information including your name, address, e-mail address, phone number, employer and data relating to access or dietary requirements.

We may also collect information about you from publicly available sources, such as media reports, in order to better understand the people who we interact with.

Use of your information

We need to obtain, store and use information about you for legitimate business purposes - namely so that you can enjoy and benefit from our services. We may use information we hold about you in the following ways:

- to confirm your identity
- to administer the membership of your company/organisation

- to let you know about other relevant services, both ours and those of other parties whose products and services we have agreed should be made available to you (see the section below on 'Contacting you' for more information about this)
- to update and correct our membership records
- to develop, test and improve our systems
- to notify you about changes to our services
- to ensure the content of our website is presented in the most effective manner for you and for your computer
- to administer our website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes
- to improve our website to ensure that content is presented in the most effective manner for you and for your computer

We may combine information we receive from other sources with information you give to us for the purposes set out above (depending on the types of information we receive).

Contacting you

An important part of our work is communicating with our membership and wider network, providing information about our events and activity and how we are supporting their interests and seeking their views on current issues. To do so, we use personal information to keep in touch with individuals within our member organisations, as well as partners and other individuals.

We will use the contact information you have given us to send you important information. This may be by post, email, text message or telephone.

We may also use the information we hold about you to provide you with information about other services we feel may interest you.

CENE weekly newsletter and monthly G4C newsletter - If you would like to update your preferences go to <http://bit.ly/cenechangepreferences>, to unsubscribe go to <http://bit.ly/ceneunsubscribe>, visit www.cene.org.uk or contact enquiries@cene.org.uk

Sharing your information

We may share your information with selected third parties including:

- Event venues and delivery partners working with CENE on events
- Online service providers such as event booking systems, marketing systems, CPD management system and survey tools
- CENE's employment services e.g. payroll, pensions and building management (internal staff only)

We may also share your personal information to third parties if we are under a duty to disclose or share your personal data to comply with any legal obligation, or in order to enforce or apply our terms of use and other agreements; or to protect our rights, property, or safety of our customers, or others.



Our legal basis for collecting, holding and using your information

Data protection law sets the lawful legal bases (or 'conditions') which allow us to collect, hold and use your personal information. For CENE, these are:

- For the purposes of our own legitimate interests. We believe that we have a legitimate interest in being able to provide our services to our member organisations and to represent our members and the interests of the construction industry. As set out in this notice, this sometimes requires us to collect and use personal information about individuals. We only use this legal basis where these interests are not overridden by your interests and fundamental rights or and freedoms.
- Where we have entered into a contract with you. In these circumstances, we may need to process your personal information to fulfil the contract. For example, attending one of our events.
- Where we are under a legal obligation to process personal information. For instance, we are required to collect certain information in accordance with our obligations under equalities legislation.
- Sometimes, we will ask you for your agreement to process your personal information. This is particularly the case when we wish to collect or use any special categories of personal information (see below).

Data protection law recognises certain "special categories" of personal information, which include information revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic information, biometric information for uniquely identifying a person, information concerning health, and information concerning a person's sex life or sexual orientation.

These special categories are considered particularly sensitive and so we will only collect and use this information where you have given us your explicit consent or where we consider it necessary to do so. For example, you may choose to tell us about your health condition before attending one of our events. We will only use this information for the particular event and not for any other purposes.

Security and storage of your personal information

We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

We will generally keep personal information about you no longer than is needed for us to carry out the functions described in section 2 of this notice. For example:

- We will usually delete personal information that we collect related to our events after three months. However, we may retain some information (such as attendance records) for longer where it is in our legitimate interests to do so.
- We will keep personal information held as part of our membership records for the duration of that organisation's membership. At the end of the membership, we will delete the majority of records and only retain the minimum information necessary to deal with any future issues.

Your rights

You have the right to request from us access to your own personal information. This is sometimes known as a 'subject access request'.

You also have the right to ask us not to process your personal data for direct marketing purposes.

You can exercise this right by contacting enquiries@cene.org.uk, by following the link at the bottom of this privacy policy, following the link on our website www.cene.org.uk, or by following the link included in each communication you receive from CENE.

From 25 May 2018, you will have additional rights to request from us:

- That any inaccurate information we hold about you is corrected
- That your information is deleted
- That we stop using your personal information for certain purposes
- That your information is provided to you in a portable format
- That decisions about you are not made by wholly automated means

Many of the rights listed above are limited to certain defined circumstances and we may not be able to comply with your request. We will tell you if this is the case.

If you choose to make a request to us, we will aim to respond to you within one month. We will not charge a fee for dealing with your request.

If you are dissatisfied with how we are using your personal information or if you wish to complain about how we have handled a request, then please contact our Data Protection Officer, Kate Lloyd, Kate@cene.org.uk and we will try to resolve any issues you may have.

You also have the right to complain to the Information Commissioner's Office, which is the statutory regulator for data protection law. ICO telephone 0303 1231113.

Data Processors

Xero Financial management system (invoices etc)

Mailchimp Email notifications

Eventbrite Booking for some free events

Google Drive Internal management processes

Solution Group Publications and literature for some events, conferences and awards

Big Purple Audio Visual for some events, conferences and awards

Event venues e.g. company offices, hotels, conference centres etc