

NEW ENTERPRISE ALLOWANCE SCHEME

Information Sharing Consent and Summary Privacy Policy

This information sharing consent and summary privacy policy explains how we collect and use your personal information in delivering the New Enterprise Allowance Scheme (NEA). This summary privacy policy sets out how, when and why we collect, use, share and retain your personal information, in what situations we may disclose it and how we keep it secure in relation to the New Enterprise Allowance.

We understand that the information you trust us with is important to you, and we are committed to protecting that information and respecting your privacy. We are fully committed to complying with the provisions of all applicable data protection legislation including the Data Protection Act and EU GDPR. We are registered with the Information Commissioners Office, the UK's Data Protection Authority.

Who is collecting and using your information?

The Department for Work and Pensions (DWP) has contracted with Cumbria Chamber of Commerce and Industry Limited to deliver the NEA in Cumbria, Lancashire and Merseyside. The DWP has allocated part of the initiative as European Social Fund (ESF) match. Delivery is by a consortium, led by Cumbria Chamber of Commerce, and including Blue Orchid Enterprise Solutions Ltd, East Lancashire Chamber of Commerce Ltd North & West Lancashire Chamber of Commerce Ltd and St Helens Chamber Ltd.

What information do we collect about you?

We need to collect information about you to offer and deliver NEA, including personal information. This is information we are given by DWP/Jobcentre Plus and information we collect directly from you as part of delivering the scheme.

Why and how we use the information about you

We use the information to assess your suitability for the scheme; deliver support to you (including contacting you about services which are directly part of the scheme and wider support services which we believe may be helpful to you); monitor delivery of the service; review and improve delivery of the service; support development of new services; protect against fraud and report to JCP/DWP.

To process your information we rely mainly on the following legal bases:

- Performance of a contract – the use of your information is necessary to perform a contract.
- Legitimate interest – we may use your information for our legitimate interests such as to provide you with the most suitable support, or to improve and promote relevant business services, along with administrative, fraud prevention and detection and legal purposes.



Sharing information

Information is shared between partners, with contractors used in delivery of the service (as relevant to their role) and with JobCentre Plus/DWP. We may have to share your information with trusted third party service providers in certain circumstances. We do not sell your personal information to third parties or share it for marketing purposes with organisations outside the partners and funders listed in this document.

Retaining your data

The personal data collected is stored in our NEA specific CRM system (approved by DWP) and in paper based files. The Chamber and the information we collect about you is subject to various regulatory, legislative and contractual requirements. We will endeavour not to keep your personal information for longer than we have to. For the current NEA scheme, because of ESF requirements, this is until at least 31st December 2027.

Information security

We work hard to keep your data safe. We use an appropriate combination of technical and organisational measures to ensure, as far as reasonably possible, the confidentiality, integrity and availability of your information at all times. 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.

We limit access to your personal data to only those employees, contractors or agents and funders who have a legitimate business need to have access to that data. They will be subject to a duty of confidentiality and due care with respect to handling the personal data.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

Opt Out

By signing up to the project you are agreeing to receive certain information as part of delivering that project. As you have chosen to participate in NEA you cannot opt out of receiving information as part of that scheme.

Access to your information

You have the right to request a copy of the information we hold about you. We will provide this information within one month of receiving your request, made in writing to the contact details at the end of this policy, and verifying your identity.

We will take all reasonable measures to ensure that the personal data we hold about you is accurate. You have the right to contact us if you believe your personal information is incorrect, or if you believe we are no longer entitled to use your personal data. If you have any questions about how we use your personal information, please contact us using the details at the end of this policy.

Complaints

We work hard to ensure your personal information is treated safely and securely. If you have a complaint please write to us using the contact details at the end of this policy. You also have the right to complain to the Information Commissioner's Office.

Changes to our privacy policy

We review our privacy policy regularly and will place any updates on our websites and in relevant communications. This summary privacy policy was last updated on 18th May 2018.

Full privacy policy

This is a summary policy specific to NEA. Our full privacy policies are available at www.lancschamber.co.uk

Who to contact in relation to processing of personal information

The North & Western Lancashire Chamber of Commerce controls the processing of personal data on its systems. If you would like to discuss anything in relation to this policy please write to Alan Welsh, North & Western Lancashire Chamber of Commerce, 9-10 Eastway Business Village, Oliver's Place, Fulwood, Preston, PR2 9WT or email alanw@lancschamber.co.uk

If you have further concerns about how we use your personal data, you also have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the data protection authority for the UK. Please visit <https://ico.org.uk/> for more details on your data protection rights and how to contact them.

Declaration

In signing this declaration I confirm that I understand that:

- Information I share will be treated confidentially and securely, as summarised above.
- I am entitled to request information held about me and to check its accuracy, as set out above.
- I consent to the delivery partners holding and using information about me and sharing it as highlighted in this document, including sharing information with me on support offered through the scheme and more widely which could benefit my planned business/business.