

## **Privacy Policy**

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### **What information does the Chamber collect?**

The Chamber collects the information necessary to provide a range of member services. We also create opportunities, if you choose, to extend the range of services, allowing you to benefit further. Your information is collected from a variety of sources that are explained below.

#### **IP address**

These data are collected as a result of visiting the Chamber website ([hwchamber.co.uk](http://hwchamber.co.uk)) and the Chamber Awards website.

The IP address of all computers visiting the websites are collected as a function of the website log activity. There are two types of IP address allocated by Internet Service Providers to allow a computer to communicate on the Internet. A static IP address will remain the same. A dynamic IP address is likely to change but will be assigned within a range of addresses.

An IP address can identify a computer which can identify to the registered owner. Even if the IP address is dynamic the ISP can still record the specific browsing activity of each computer that uses its services because of the way it allocates and controls IP addresses. An IP address does not constitute personal data when used in isolation, but can become personal data when combined with other data such as browsing activity (ISPs), or member activity on this website.

This is a function of the IP logging activity of the website, however these data are not used in isolation and are NOT merged with other data, by the Chamber, to identify or record user activity under normal circumstances. These data will be made available and may be used by law enforcement authorities to investigate criminal activity.

#### **Cookies**

Cookies are used on the Chamber website ([hwchamber.co.uk](http://hwchamber.co.uk)) only. No cookies are used on the Chamber Awards website.

Cookies are computer programs designed to collect data from visitors to the website.

Visitors to the Chamber site can delete cookies by referring to the instructions provided on their computer.

Cookies provide information to the Chamber to help improve the services provided to visitors and members alike. Cookies identify people who have registered their details on the Chamber website.

### **Links to other websites**

The Chamber website provides links to other carefully selected parties. Once a visitor to the Chamber website uses one of the links to another website no further logging of activity is carried out by the Chamber website until the visitor returns to it. Users should be aware that when they enter a new website that they should review that sites privacy policy before they continue browsing. The Chamber cannot take responsibility for the content, accuracy or monitoring carried out on linked websites.

Identifies what linked sites where chosen and shows member activity.

To identify the popularity of linked sites.

### **Membership details**

Membership details are gathered from website and paper forms, and also telephone conversations.

The personal data collected includes Name, address and contact details required to uniquely identify an individual.

These data are collected to:

- Enable the Chamber to create a new member profile and thereafter manage membership details for the duration of the membership period
- Inform members of membership services
- Enable members to contribute to surveys
- Distribute details to third parties only on consent of the member

### **Events and enquiries**

Membership and event details are gathered from Chamber website (hwchabmer.co.uk), the Chamber Awards website, paper forms, and also telephone conversations.

The personal data collected includes Name, address and contact details required to uniquely identify an individual.

These data are collected to:

- allow the Chamber to respond to member and non-member enquiries
- enable the Chamber to manage event attendees and to take card payments where directed by the applicant
- Distribute details to third parties only on consent of the member or enquirer

### **Card Payments**

Online payment is accepted via this website. All major credit cards are accepted. The data collected constitutes of all data required to enable the Chamber to receive payment from the payment card selected by the customer.

## **Business Direction Magazine**

Business Direction is the Chambers bimonthly magazine for members. It provides useful sources of information about the Chamber and member companies and informs readers about services and events that may be of interest to both member and non-member companies.

The information collected is names and addresses of members and other carefully selected and subscribing organisations.

## **Keeping in Touch**

The Chamber will contact members and non-members to make them aware of events and opportunities that may be of benefit to them. Information may also be e-mailed to make recipients aware of forthcoming events. All e-mails contain an unsubscribe link if the e-mailed is no longer required.

## **Information we hold about you**

You can request a record of the personal information we hold about you. All enquiries need to be addressed, in writing, to our data protection officer at our registered address:

Herefordshire and Worcestershire Chamber of Commerce, Severn House, Prescott Drive, Warndon Business Park, Worcester, WR4 9NE.

The enquiry should be as specific as possible to help the Chamber. You may be charged for this service.

## **Contact**

The Chamber takes its responsibilities of the Data Protection Act 1998 seriously. If you have any questions about this policy please contact the Data Protection Officer at [enquiries@hwchamber.co.uk](mailto:enquiries@hwchamber.co.uk) or telephone 0845 641 1641.