

Enterprising Macclesfield – Privacy Policy

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1. Introduction

This policy describes how we, Enterprising Macclesfield (EM) CIC, as a data controller, process and use the personal data we collect from you, our clients and volunteer coaches.

2. What personal data of yours do we hold?

The only personal data we hold in our records is a) that which you have provided to us and b) notes summarising meetings and coaching sessions you might have had with us (clients only). This data may include one or more of the following:

- Name
- Email address
- Telephone numbers
- Name and description of your enterprise plus any supporting information you provided (clients only)
- Summary notes of diagnostic meetings and coaching sessions (clients only)
- Sector, functional and industry experience (volunteer coaches only)

It is important that the personal data we hold about you is accurate and current. Please keep us informed (see below for contact details) if your personal data changes during your time with us.

3. How do we use your personal data?

We use your personal data for the following purposes only:

- For the legitimate interest in administrating and delivering support to our clients
- Sending you occasional emails about EM activities and related topics, provided, in the case of sending to a personal email address, we have your consent to do so; if we have your consent, we will share your name and email address with our marketing contractor who is responsible for sending these occasional emails

We may share your personal data with our two contractors:

- Bale PA Services - for the purpose of administrating and delivering support to our clients
- Shaping Business Ltd – for the purpose of sending occasional emails

If you, as a client, request us to refer you to one of our Local Advisory Partners (LAPs) for initial free advice and we agree, we will share with the LAP concerned your name and email address in order that you can make contact with each other. No other personal data or information about you or your enterprise will be shared with our LAPs.

We will share your personal data (in encrypted files) with Google by means of a Google account, utilising the Google Drive storage facility. (Reference: [Google Privacy Policy](#)).

We will not otherwise share your personal data with any 3rd parties, unless i) we have your explicit consent to do so, or ii) we are required to do so for purposes demanded by law or regulatory authorities.

Your personal data may also be shared with EM's volunteers (Review Panel members and coaches) on a need-to-know basis and where necessary for carrying out EM activities. All our active volunteers have signed agreements with EM CIC to keep all clients' personal data and information confidential.

4. How do we protect your personal data?

Your personal data is held in:

- An email that is either sent by you directly to us or generated automatically when you completed our online form requesting support (clients only) or offering to volunteer (coaches only); such emails are stored on a secure email server
- Encrypted files; specifically, our client database (clients only), your coaching log (clients only) and our list of registered coaches (coaches only); these files are stored in our secure folders on Google Drive that are only accessible to members of the Enterprising Macclesfield Review Panel. If you are a client who is receiving coaching, we will share your (encrypted) coaching log with your allocated coach.

5. Your rights

You have the right to ask us for a copy of your personal data that we hold and to ask us to correct or delete it. Please contact us at info@enterprisingmacclesfield.co.uk to do so.

If you no longer wish to receive occasional emails from us at any time in the future, then please send us (info@enterprisingmacclesfield.co.uk) an email with the word 'Unsubscribe' in the subject line. Alternatively, simply click on "unsubscribe" towards the foot of an email you received from us. We will then delete your name and email address from our mailing list within seven days.



If for any reason you inform us that you no longer wish to be a EM volunteer Review Panel member or coach, then we will delete from our volunteer records all your personal data, except your name, within seven days of notification; your name will be deleted after at most five years.

If you, as a client, ask us to delete your personal data, we will maintain a record of your name and the support we provided to you for at most a further five years after you cease to be client.

In all cases, your personal data as a client will be kept by EM for at most a further five years after you cease to be client of EM.

These rights may be limited, for example if you ask us to delete information that we are required by law to keep or have compelling legitimate interests in keeping.

If you have any questions about our Privacy Policy please do hesitate to contact us at:

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