

Privacy Notice

The Marches Skills Provider Network (MSPN) is a community interest company committed to protecting your privacy and processing your information in a fair, lawful and transparent way. This notice explains how we process the information we collect as part of our ongoing work to support the members of our network, our stakeholders and those who use our services. This notice was written on 24 January 2021 in line with the General Data Protection Regulations (GDPR)

Information for MSPN members

'MSPN members' means organisations who pay an annual membership fee, attend network meetings/events and utilise the services of the network. 'Member contact' refers to an individual point of contact within that member organisation.

When an organisation joins the MSPN, we collect information about these organisations for membership purposes. This includes:

- Name of organisation
- Name of member contact
- Organisation address
- E-mail address and telephone numbers
- Organisation website URL
- Social media addresses
- Provision offered

We use your information by communicating via email to keep you informed of the following:

- Regular local and national industry relevant news, information and opportunities
- Invitations to attend operational and strategic meetings
- Invitations for members to participate in relevant events that MSPN are involved with
- Notification of any revised membership processes, updates or organisational changes to MSPN that may affect your membership
- Ensuring the information we hold is correct or for any other administrative issues that may arise
- Request participation in bids and/or surveys

MSPN does not share your personal data with any third parties. A list of members organisations is included on our website and members have the option to withdraw from this by e-mailing the MSPN Executive Officer at info@mspn.co.uk

Storage of data

We store your personal membership information on an encrypted password protected network. When a member contact unsubscribes or leaves their organisation, their record is deactivated, meaning they will no longer receive membership communications.

Lawful basis for processing data

- Our lawful basis for processing personal data is consent. Organisations freely ask to join MSPN and individual's opt-in to become member contacts for that organisation by providing their consent for us to process their data for this purpose by e-mail. We have not and will never use any method of default consent to enable us to collect and process your personal information as a member contact with a member organisation.
- Our lawful basis for processing and storing information about your engagement with MSPN is of a legitimate interest, essential to the on-going development and interaction of the network.
- Anyone who is signed up to MSPN and has paid their membership fee has the option to deactivate organisational membership, or deactivate individual involvement as a member contact, at any point. Similarly, you can request that we delete any personal data that we hold during membership by emailing info@mvpn.co.uk

MSPN website privacy information

We receive, collect and store information you enter on our website via the contact form. This could include personally identifiable information including name and email addresses along with comments and feedback. We may, from time to time, use analytical tools to measure traffic, bounce rates etc.

We collect both Non-personal and Personal Information for the following purposes to:

- Provide and operate the services provided by MSPN, including customer service
- Be able to contact visitors with personalised responses and promotional messages
- Comply with any applicable laws and regulations.

If you visit the website but do not provide your details as above, we do not collect any personal information about you through the website, although we may track your use of the website using cookies. Cookies are small anonymous text files that are placed on your computer by websites that you visit.

MSPN makes every effort to maintain the accuracy of the information on our website and in our digital communications but cannot accept responsibility for any loss or damage which may occur from use of the information. Our website and our digital communications do contain links to external websites managed and maintained by

these external companies. We are not responsible for the privacy practices, cookie policies or the content of such websites or of other third parties. The MSPN does not provide quality control of external links; the inclusion of any company's name within the pages or digital communications should not be construed as a recommendation of that company's products and / or services.

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

Your rights

In relation to your personal data, these include the right to:

- find out how we process your personal data
- request that your personal data is corrected if you believe it is incorrect or inaccurate
- obtain restriction on our, or object to, processing of your personal data
- withdraw your consent to our processing of your personal data
- obtain a copy of the personal information which we hold about you.

If you would like to make a Subject Access Request and obtain a copy of the personal information that we hold about you, we are more than happy to do so free of charge – with the exception of requests that are manifestly unfounded, excessive or repetitive. If we determine this to be the case, we may charge a reasonable fee or refuse to act on the request. We will respond and provide the information within 10 working days of receiving your request. All requests should be made to the Executive Officer at info@mvpn.co.uk with Subject Access Request in the subject line. We may take steps to verify your identity before responding to your request.

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