

NEW FOREST BUSINESS PARTNERSHIP

Community Interest Company

PRIVACY POLICY

Date: March 2026

Review Date: March 2027

Approved by: NFBP Board of Directors

1. Introduction

New Forest Business Partnership CIC ("NFBP", "we", "us", "our") is committed to protecting your personal data and respecting your privacy. This Privacy Policy explains how we collect, use, store, share, and protect information about you when you visit our website, use our services, attend our events, or engage with us in any other way.

We are registered as a Community Interest Company in England and Wales. Our registered address is 48 Eastern Road, Lymington SO41 9HG.

As a data controller, we are responsible for your personal data and are registered with the ICO in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Please read this policy carefully. If you have any questions, please contact us using the details provided in Section 12.

2. Who We Are

New Forest Business Partnership CIC is a not-for-profit community interest company supporting approximately 9,000 businesses across the New Forest area. We deliver over 120 events per year, a business membership programme, apprenticeship support services, and the annual Brilliance in Business Awards.

Data Controller:

New Forest Business Partnership CIC

Website: www.nfbp.co.uk

Email: contact@nfbp.co.uk

For data protection enquiries, please contact us at the above email address.

3. What Personal Data We Collect

We may collect and process the following categories of personal data:

3.1 Identity and Contact Data

- Full name and job title
- Business name and address
- Email address and telephone number
- Social media profile information (where publicly available or provided by you)

3.2 Event and Membership Data

- Event registration details and attendance records
- Membership application and renewal information
- Awards entry submissions and supporting materials
- Feedback and survey responses

3.3 Technical and Usage Data

- IP address and browser type
- Pages visited and time spent on our website
- Referring URLs and search terms used to find our site
- Cookie and tracking data (see Section 9)

3.4 Financial Data

Where applicable, we may process payment reference details for membership subscriptions and event fees. We do not store full card or bank account details - payments are processed by our secure third-party payment processors.

3.5 Apprenticeship and Skills Data

Where you engage with our New Forest Apprenticeship Hub or related employability services, we may collect information about your organisation's training needs, apprenticeship enrolments, and skills development activities.

4. How We Collect Your Personal Data

We collect personal data through the following means:

- Direct interactions - when you complete forms on our website, register for events, apply for membership, enter the Brilliance in Business Awards, or contact us by email, telephone, or post.
- Automated technologies - when you visit our website, we automatically collect technical data through cookies and similar technologies.
- Third parties - we may receive data from third parties including event ticketing platforms, our CRM system (White Fuse), social media platforms, and partner organisations.
- Public sources - we may collect information from publicly available sources such as Companies House or business directories to update our records.

5. Lawful Basis for Processing

We process your personal data only where we have a lawful basis to do so. The lawful bases we rely upon are:

- **Consent:** Where you have given us clear and specific consent to process your data for a particular purpose, such as subscribing to our newsletter or marketing communications.
- **Contract:** Where processing is necessary to fulfil a contract with you, such as processing an event booking or membership application.

- **Legitimate interests:** Where processing is necessary for our legitimate interests as a business support organisation, such as communicating with members, promoting events, and developing our programmes - provided those interests are not overridden by your rights.
- **Legal obligation:** Where we are required to process data to comply with a legal or regulatory obligation.
- **Public task:** Where we are delivering activities funded by public grants (such as UK Shared Prosperity Fund projects), processing may be necessary for tasks carried out in the public interest.

6. How We Use Your Personal Data

We use your personal data for the following purposes:

- Registering and administering your attendance at NFBP events
- Processing and managing membership applications and renewals
- Administering the Brilliance in Business Awards process
- Delivering apprenticeship and skills support services
- Sending you information about NFBP news, events, and programmes you have opted into
- Responding to your enquiries and providing customer support
- Improving our website, services, and communications
- Compiling anonymised statistical information and impact reports
- Complying with our legal and regulatory obligations
- Fraud prevention and security purposes

7. Sharing Your Personal Data

We do not sell your personal data to third parties. We may share your data in the following limited circumstances:

- **Service providers:** We share data with trusted third-party suppliers who provide services on our behalf, including our CRM platform (White Fuse), event management tools, email marketing platforms, and payment processors. These suppliers are bound by contractual obligations to keep your data secure and use it only for the purposes we specify.
- **Partner organisations:** Where you register for a jointly delivered event or programme, we may share relevant data with the co-organising partner to the extent necessary to deliver that activity.
- **Grant funders:** Where we deliver grant-funded programmes, we may be required to share anonymised or aggregated data - or in some cases identifiable data - with funders such as New Forest District Council or UK Government bodies for reporting and audit purposes.
- **Legal requirements:** We may disclose your information where required to do so by law, or in response to valid requests from public authorities.
- **Business transfers:** In the unlikely event that NFBP is restructured or its activities transfer to another organisation, your personal data may be transferred as part of that process.

8. Data Retention

We retain your personal data only for as long as is necessary for the purposes for which it was collected, or as required by law. Our general retention periods are as follows:

- **Member and event records:** Retained for 7 years following the end of the membership or last event attendance, to meet financial and audit requirements.
- **Awards entries:** Retained for 3 years after the relevant awards ceremony.
- **Marketing consent:** Retained until you withdraw consent or we have no further legitimate reason to maintain the record.
- **Grant-funded programme records:** Retained in accordance with funder requirements, typically 7 years from the end of the grant period.
- **Website analytics:** Aggregated and anonymised data may be retained indefinitely; identifiable logs are deleted after 13 months.

When personal data is no longer required, we will securely delete or anonymise it.

9. Cookies

Our website uses cookies - small text files stored on your device - to improve your browsing experience and help us understand how our site is used. We use the following types of cookies:

- **Strictly necessary cookies:** Essential for the website to function. These cannot be disabled.
- **Analytics cookies:** Help us understand how visitors interact with our website (for example, via Google Analytics). These are only set with your consent.
- **Functional cookies:** Remember your preferences to provide a better experience.
- **Marketing cookies:** Used to track the effectiveness of our communications and advertising. These are only set with your consent.

You can manage your cookie preferences at any time via the cookie settings on our website, or by adjusting your browser settings. Please note that disabling certain cookies may affect the functionality of our site.

10. Your Rights

Under UK GDPR, you have the following rights in relation to your personal data:

- **Right of access:** You can request a copy of the personal data we hold about you (a Subject Access Request).
- **Right to rectification:** You can ask us to correct inaccurate or incomplete data.
- **Right to erasure:** You can ask us to delete your data where there is no compelling reason for us to continue processing it.
- **Right to restriction:** You can ask us to restrict processing of your data in certain circumstances.
- **Right to data portability:** You can ask us to provide your data in a structured, machine-readable format where processing is based on consent or contract.
- **Right to object:** You can object to processing based on legitimate interests, including direct marketing.

- **Right to withdraw consent:** Where processing is based on consent, you can withdraw it at any time without affecting the lawfulness of prior processing.
- **Rights related to automated decision-making:** You have the right not to be subject to decisions made solely by automated means that have a significant effect on you.

To exercise any of these rights, please contact us at info@nfbp.co.uk. We will respond within one calendar month. We may need to verify your identity before processing your request.

If you are unhappy with how we have handled your data, you have the right to complain to the Information Commissioner's Office (ICO) at www.ico.org.uk or by calling 0303 123 1113.

11. Data Security

We take appropriate technical and organisational measures to protect your personal data against unauthorised access, accidental loss, disclosure, or destruction. These measures include:

- Use of secure, password-protected systems with restricted access
- SSL/TLS encryption on our website
- Secure transmission of emailed data using SSL/TLS
- Regular review of our data management practices and supplier contracts
- Staff awareness of data protection responsibilities
- Secure disposal of data when no longer required

While we take every reasonable precaution, no transmission of data over the internet is completely secure. If you suspect any misuse of your data, please contact us immediately.

12. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or your personal data, please contact us:

Email: contact@nfbp.co.uk

Website: www.nfbp.co.uk

We will endeavour to respond to all enquiries within five working days.

13. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, or legal requirements. When we make significant changes, we will notify you via our website or by email where appropriate. The date at the top of this document shows when the policy was last revised.

We encourage you to review this policy periodically. Continued use of our website or services after any update constitutes acceptance of the revised policy.