

Privacy Policy

The Royal Borough of Kingston Chamber of Commerce ("we", "our", "us") is committed to protecting and respecting your privacy. For the purpose of the Data Protection Act 1998 (the "Act"), The Royal Borough of Kingston Chamber of Commerce of Guildhall, High Street Kingston upon Thames KT1 1EU is the data controller and will comply with its obligations under the Act.

This policy (together with our **Terms & Conditions** (link) and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting www.kingstonchamber.co.uk you are accepting and consenting to the practices described in this policy.

1. INFORMATION WE MAY COLLECT FROM YOU

We may collect and process the following data about you:

- **Information you give us.**

You may give us information about you by filling in forms on our Website www.kingstonchamber.co.uk ("**our site**") or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you register to use our site, join our membership, subscribe to our services, email us, make an enquiry about our services, place an order on our site, participate in discussion boards or other social media functions on our site, enter a competition, promotion or survey, request a magazine or newsletter, enquire about our events or membership benefits, enquire or book onto events and when you report a problem with our site. The information you give us may include your name, address, e-mail address and phone number, financial and credit card information, personal description and photograph, interests and preferences, professional information (such as, but not limited to, your job title and details of your employer) and any other information relevant to your enquiry or request for information or services which we may request and you may choose to provide to us from time to time.

- **Information we collect about you.**

With regard to each of your visits to our site we may automatically collect the following information:

Technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;

Information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); information you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call us.

- **Information we receive from other sources.**

We may receive information about you if you use any other services we provide. In this case we will have informed you when we collected that data that it may be shared internally and combined with data collected on this site. We may also work with other third parties (including, for example, business partners, sub-contractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers) and may receive information about you from them.

- **Information we receive from your colleagues.**

We may also receive information about you from your colleagues. Such information will only be provided to us where your colleagues have confirmed that you have consented to your information being collected and processed by us.

2. USES MADE OF THE INFORMATION

We use information held about you in the following ways:

- **Information you give to us.**

We will use this information:

- to carry out our obligations arising from membership and any contracts entered into between you and us and to provide you with information, publications, surveys, event details, benefits, assistance, and services that you request from us;
- to display it in our members' publications, including our open searchable on-line directory.
- to enquire about whether you would like to join as a member and provide you with information about our services.
- to provide you with information about other services we offer that are similar to those that you have already purchased or enquired about;
- to provide you, or permit selected third parties to provide you, with information about services we (or any selected third party) feel may interest you. If you are an existing customer, we (or any selected third party) will only contact you by electronic means (e-mail, telephone, SMS) with information about opportunities, goods and services similar to those which were the subject of a previous sale, enquiry or negotiations of a sale to you, or with information about opportunities, goods and services we (or they) feel may be of interest to you, such as but not limited to information relating to events, publications, newsletters, membership benefits or services or information about offers we have negotiated with third parties. If you are a new customer, and where we permit selected third parties to use your data, we (or they) will contact you by electronic means only if you have consented to this. If you do not want us to use your data in this way, or to pass your details on to third parties for marketing purposes, please tick the relevant box situated on the form on which we collect your data;
- to notify you about changes to our service;
- to ensure that content from our site is presented in the most effective manner for you and for your computer.

- **Information we collect about you.**

We will use this information:

- to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- to improve our site to ensure that content is presented in the most effective manner for you and for your computer;
- to allow you to participate in interactive features of our service, when you choose to do so;
- as part of our efforts to keep our site safe and secure;
- to deliver relevant marketing information to you;

- to provide our services to you, or enable selected third parties to provide you with relevant marketing information or services; and
 - to make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them, including but not limited to suggestions and recommendations about events, membership benefits and offers, surveys, newsletters and publications.
- **Information we receive from other sources.**

We may combine this information with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

3. DISCLOSURE OF YOUR INFORMATION

We may share your information with selected third parties including:

- Business partners, suppliers and sub-contractors (including, but not limited to, our professional advisors for the performance of any contract we enter into with them or you, or in relation to any ancillary requirements).
- Advertisers and advertising networks that require the data to select and serve relevant adverts to you and others. We do not disclose information about identifiable individuals to our advertisers, but we may provide them with aggregate information about our users. We may also use such aggregate information to help advertisers reach the kind of audience they want to target. We may make use of the personal data we have collected from you to enable us to comply with our advertisers' wishes by displaying their advertisement to that target audience.
- Analytics and search engine providers that assist us in the improvement and optimisation of our site.

We may disclose your personal information to third parties:

- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our **Terms & Conditions** (link) and other agreements; or to protect the rights, property, or safety of The Royal borough of Kingston Chamber of Commerce, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

4. WHERE WE STORE YOUR INFORMATION

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff may be engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

We have put in place appropriate technical and organisational measures to guard against unauthorised or unlawful processing of personal data and accidental loss or destruction of, or damage to, personal data. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential.

The transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

5. COOKIES

Our site uses cookies to distinguish you from other users of our site. This helps us to provide you with a good experience when you browse our site and also allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them see our [Cookie policy](#).

6. YOUR RIGHTS

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us using one of the following methods:

- by email at marketing@kingstonchamber.co.uk
- by telephone on +44 (0)20 75414441, Monday to Friday (except public/bank holidays) between 9am and 5pm or
- by post at Kingston Chamber of Commerce, Guildhall, High Street, Kingston upon Thames KT1 1EU, United Kingdom.

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

7. ACCESS TO INFORMATION

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

8. CHANGES TO OUR PRIVACY POLICY

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

9. CONTACT

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to marketing@kingstonchamber.co.uk