

## **Chester Association of Property Professionals Privacy Notice**

**CAPP ('The Association')** is a not-for profit Members Association in Chester, and we take our responsibility for the Protection of your personal data seriously.

**This privacy notice tells you what to expect when we collect personal information.**

### **What data will we hold on you?**

We will only collect such personal data from you as we need in order to be able to contact you by telephone, digital communication, and by post.

### **How will we keep your data?**

Your data will be held electronically on secure 3<sup>rd</sup> Party Servers

### **Our Promise to you**

We will process your personal details lawfully, fairly and transparently

### **How will you collect my information?**

You will complete your own page of information on joining 'The Association'

### **Why will we hold your data?**

Your data will be kept on our records for the purposes of keeping you informed about the activities of The Association, and for promoting your personal business services.

### **How will we keep your details up to date?**

We will endeavour to keep up to date but we do rely on you to advise us if your details change

### **How long will we keep your data for?**

Your data will only be kept for so long as you remain a member, you can request for it to be deleted at any time, but be aware that you will automatically cease to be member at that time.

### **Disclosure of Personal Information**

Your business information will be open to members of The Association, and the general public.

### **Your rights**

Under The General Data Protection Regulation you have rights as an individual which you can exercise in relation to the information we hold about you.

You have a right to Complain to the Information Commissioners Office if you consider that we have breached our data obligations.

## **Visitors to our websites**

When someone visits our website we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behavioral patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

## **Use of cookies by The Association**

We use Cookies on our website

## **Search engine**

Our website search and decision notice search is powered by an external agency. Search queries and results are logged anonymously to help us improve our website and search functionality. No user-specific data is collected by The Association or any third party.

## **Security and performance**

The Association uses a third party service to help maintain the security and performance of our websites. To deliver this service it processes the IP addresses of visitors

## **If you contact us via social media**

The Association has accounts with Facebook and other Social Media platforms, and these 3<sup>rd</sup> parties will have their own appropriate filters and security controls.

## **If you email us**

Any email sent to us, including any attachments, may be monitored and used by us for reasons of security and for monitoring compliance with office policy. Email monitoring or blocking software may also be used. Please be aware that you have a responsibility to ensure that any email you send to us is within the bounds of the law.

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Under the General Data Protection Regulation, you have rights as an individual which you can exercise in relation to the information we hold about you.

## **Complaints or queries**

The Association tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

If you want to make a complaint about the way we have processed your personal information, you can contact the current Honorary Secretary, whose contact information is clearly displayed on the Website

## **Access to personal information**

You have a legal right to know what data we hold on you. We will address this if you make a 'subject access request' under the General Data Protection Regulations. If we do hold information about you we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

To make a request to The Association for any personal information we may hold you need to put the request in writing addressing it to our Honorary Secretary.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

If we do hold information about you, you can ask us to correct any mistakes by, once again,

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To make a request to The Association for any personal information we may hold you need to put the request in writing addressing it to our Information Governance department, or writing to the address provided below.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting us.

## **Links to other websites**

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

## **Changes to this privacy notice**

We keep our privacy notice under regular review. This privacy notice was last updated on 08 January 2019

## **How to contact us**

If you want to request information about our privacy policy you can email the current Honorary Secretary.