



Website privacy policy

St Agnes Chamber of Commerce / www.st-agnes.com

Last Updated 4 May 2018

Key details

This website privacy policy describes how St Agnes Chamber of Commerce protects and makes use of the information you give us when you use this website.

If you are asked to provide information when using this website, it will only be used in the ways described in this privacy policy.

This policy is updated from time to time. The latest version is published on this page.

This website privacy policy was updated on: **4 May 2018**

If you have any questions about this policy, please email hello@st-agnes.com

Introduction

We gather and use certain information about individuals in order to provide services and to enable certain functions on this website.

We also collect information to better understand how visitors use this website and to present timely, relevant information to them.

What data we gather

We may collect the following information:

- Name
- Contact information including email address
- Demographic information, such as postcode, preferences and interests

- Website usage data

How we use this data

Collecting this data helps us understand what you are looking for from the company, enabling us to deliver improved products and services.

Specifically, we may use data:

- For our own internal records.
- To improve the products and services we provide.
- To contact you in response to a specific enquiry.
- To customise the website for you.
- To send you promotional emails about the St Agnes Area and local products and services that may be of interest.

Cookies and how we use them

What is a cookie?

A cookie is a small file placed on your computer's hard drive. It enables our website to identify your computer as you view different pages on our website.

Cookies allow websites and applications to store your preferences in order to present content, options or functions that are specific to you. They also enable us to see information like how many people use the website and what pages they tend to visit.

How we use cookies

We may use cookies to:

- **Analyse our web traffic using an analytics package.** Aggregated usage data helps us improve the website structure, design, content and functions.

Cookies do not provide us with access to your computer or any information about you, other than that which you choose to share with us.

Controlling cookies

You can use your web browser's cookie settings to determine how our website uses cookies. If you do not want our website to store cookies on your computer or device, you should set your web browser to refuse cookies.

However, please note that doing this may affect how our website functions. Some pages and services may become unavailable to you.

Unless you have changed your browser to refuse cookies, our website will issue cookies when you visit it.

To learn more about cookies and how they are used, visit [All About Cookies](#).

Controlling information about you

When you fill in a form or provide your details on our website, you will see one or more tick boxes allowing you to:

- Opt-in to receive newsletter and marketing communications from us by email

If you have agreed that we can use your information for marketing purposes, you can change your mind easily, via one of these methods:

- Opt out at the top of a delivered email
- Send an email to hello@st-agnes.com

We will never lease, distribute or sell your personal information to third parties unless we have your permission or the law requires us to.

Any personal information we hold about you is stored and processed under our data protection policy, in line with the Data Protection Act 1998.

Security

We will always hold your information securely.

To prevent unauthorised disclosure or access to your information, we have implemented strong physical and electronic security safeguards.

We also follow stringent procedures to ensure we work with all personal data in line with the Data Protection Act 1998.

Managing a Breach

If a breach does occur we will:

- notify you immediately, being clear about which element of data has been breached and what the implications are
- change all of our passwords in order to protect against further breaches.

Only two people have access to membership data submitted to us, and all files are password protected.

Only our Projects Officer has access to the email addresses supplied as subscriptions to our Website though these are hosted by a third party provider In Touch. More details on their privacy policy can be found here <http://weareintouch.co.uk/privacy-policy>

If you would like to complain about a data breach please contact hello@st-agnes.com in writing in the initial instance.

If you are dissatisfied with the we have handled your complaint you are entitled to make a further complaint to the ICO (Information Commissioners Office) <https://ico.org.uk/>

Links from our site

Our website may contain links to other websites.

Please note that we have no control of websites outside the st-agnes.com domain. If you provide information to a website to which we link, we are not responsible for its protection and privacy.

Always be wary when submitting data to websites. Read the site's data protection and privacy policies fully.