

STAINES UPON THAMES BID/VISIT STAINES

PRIVACY STATEMENT GENERAL PUBLIC

The Staines BID/Visit Staines, referred to as the BID, is committed to protecting your privacy. We operate a radio security scheme in the Town centre and use the DISC system to share information with Members about offenders, offences and general crime related issues and news.

This Privacy Statement explains how we use the information which we may collect through the BID website (the "website").

References in this Privacy Policy to "we"/ "us" shall be deemed to be references to the BID.

We do not operate an exclusion policy but our Members and the two town centre management operators do so. If you are an offender who has received a warning or exclusion notice then the latter will be able to explain how we they retain, use, process your information.

1.1 If you have any queries in relation to our Privacy Statement, please contact the BID Manager e mail michelle@visitstaines.co.uk

1.2 We process any personal data in accordance with the Data Protection Act 2018 and the GDPR Regulations 2018.

1.3 Where the website contains links to other websites, we are not responsible for their privacy practices. This privacy statement applies solely to the BID website.

1.4 If you are not happy with our Privacy Statement, we ask that you stop using the website.

1.5 By submitting information to us via our Contact form or using our website you consent to the collection and use of your personal information in the manner set out in this Privacy Statement.

Personal Information

2.1 It may be necessary for us to collect your personal information. The types of information collected will vary depending on your use of the website, as described below.

2.2 To contact us you are required to give your contact information (name, email address and phone number). This will trigger an email to us to contact you in relation to your enquiry. Information you send us for the purpose of your enquiry could be with a view to membership. This information will be treated by us with the greatest care and for the purpose of the enquiry only.

Use of Information

3.1 Personal information will only be used for the purpose for which you have provided; to communicate with you about our work, your use of our website and/or changes to the website.

3.2 In order to provide our services we keep a record of all correspondence to help us keep track of the enquiries we receive, to comply with the law.

3.3 We will never pass your personal information to anyone else without your consent.

3.4 If your personal information changes or if you no longer wish to receive communication or emails from us, please let us know and we will correct, update or remove your details. This can be done by emailing us at michelle@visitstaines.co.uk

Security

4.1 The BID follows strict security procedures in the storage and disclosure of information which you may give to us, to prevent unauthorised access. However, the Internet is not a secure environment and we cannot guarantee the security of any information.

4.2 The DISC system we use is a secure website which has built in security features. It is fully compliant with the Data Protection Act 2018 and the GDPR 2018. It has a built-in data processing agreement linked to key “must read” documents to protect Members and the public and ensure data protection responsibilities.

4.3 We have an Information Sharing Agreement with the Police regarding DISC and Rules and Protocols with all Scheme members. These are on our website.