

## **North London Chamber of Commerce and Enterprise (NLCCE) Privacy and Cookies Policy**

North London Chamber of Commerce and Enterprise (NLCCE) is committed to respecting your privacy and the privacy of every one of our service users. The information we collect about you will be used to fulfil the required services and enable us to improve how, as an organisation, we deal with you.

Should you have a question about the data we store, our contact details are:

**North London Chamber of Commerce and Enterprise**  
**Enfield Business Centre**  
**201 Hertford Road**  
**Enfield EN3 5JH**  
**info@nlcce.co.uk**  
**020 8443 5457**

The information that we collect about you will only be used lawfully (in accordance with the Data Protection Act 1998 and the General Data Protection Regulation 2018). All data is retained exclusively within the United Kingdom, or transferred only to 'third countries' where 'adequacy of protection' or specific certification as defined by The GDPR has been confirmed.

This information will not be disclosed to anyone outside NLCCE or its associated companies, partners, and other companies with which NLCCE has arranged services for your benefit.

We expect the information we hold to be accurate and up to date. You have the right as an individual to find out what information we hold about you and make changes if necessary; you also have the right, assuming we are not obligated by law to refuse, to ask us to stop using the information. To have your information removed from our database or rectified, please contact [info@nlcce.co.uk](mailto:info@nlcce.co.uk)

The type of information that we will collect on you / your business, which you voluntarily provide to us on our website/ forms / online sites such as Eventbrite / emails may include your:

- Name
- Business and/or Personal Address
- Telephone number(s)
- Email addresses
- Business name
- Business start date
- Legal status of business
- Type of business
- Website address
- Number of employees
- Position in Company
- Gender
- Original source of contact
- Survey responses

We extend this information to include the services you have booked and/or used (support programmes, advice sessions and seminars/ events etc, records of conversations and agreements and payment transactions.

The legal basis for processing your data is legitimate interest that we will have requested/stated at the point the information was initially provided, therefore we will not store, process or transfer your data outside the parties detailed above unless we have an appropriate lawful reason to do so. Unless we are precluded from doing so by law, you have the right to remove your details at any time by contacting us on [info@nlcce.co.uk](mailto:info@nlcce.co.uk) and requesting that processing of your details be restricted or deleted.

Unless otherwise required by law, your data will be stored for a period of 5 years after the last contact with you, at which point it will be deleted.

### **Protection of Personal Information**

NLCCE takes precautions, including administrative, technical, and physical measures, to safeguard your Data against loss, theft, and misuse, as well as against unauthorized access, disclosure, alteration, and destruction.

NLCCE uses industry-standard efforts to safeguard the confidentiality of Data, including encryption, firewalls and SSL (Secure Sockets Layer). We have implemented reasonable administrative, technical, and physical security controls to protect against the loss, misuse, or alteration of your Data.

### **Website**

#### **Cookies**

This NLCCE site ([www.nlcce.co.uk](http://www.nlcce.co.uk)) uses cookies – these are small text files that are placed on your device to help this website to provide a better user experience. In general, cookies are used to retain user preferences, store information for things like shopping carts, and provide anonymised tracking data to third party applications like Google Analytics. As a rule, cookies will make your browsing experience better. However, you may prefer to disable cookies on this site and on others. The most effective way to do this is to disable cookies in your browser. We suggest consulting the Help section of your browser or taking a look at the [About Cookies](#) website which offers guidance for all modern browsers.

#### **Google Analytics**

This website sets “first party” cookies through its use of Google Analytics. We use Google Analytics to provide us with non-personal site analytics, which in turn help us improve this website. Google Analytics tracking uses cookies in order to provide meaningful reports about web site visitors’ but they do not collect personal data about you. Google Analytics sets or updates cookies only to collect data required for the reports. Additionally, Google Analytics only uses first-party cookies. This means that all cookies set by Google Analytics cannot be altered or retrieved by any service on any domain other than [www.nlcce.co.uk](http://www.nlcce.co.uk) Further detailed information on Google Analytics cookies can be [found here](#).

If you have a concern about how we handle your data, or you would like to lodge a complaint, you may do so by contacting [The Information Commissioners Office](#).