

Statement to Customers

Customers can expect that GWE Business West will deal with personal data in accordance with the eight enforceable principles outlined in the Data Protection Act. Personal data covers facts about the individual and information regarding the intentions of the data controller. Any such data must be:

- Fairly and lawfully processed
- Processed for limited purposes and not in any manner incompatible with those purposes
- Adequate, relevant and not excessive
- Accurate
- Not kept for longer than is necessary
- Processed in line with the data subject's rights
- Secure
- Not transferred to countries without adequate protection

Sensitive Data: The Data Protection Act makes specific provision for sensitive personal data. Sensitive data include: racial or ethnic origin; political opinions; religious or other beliefs; trade union membership; health; sex life; criminal proceedings or convictions. Sensitive data can only be processed under strict conditions, which include:

- Having the explicit consent of the individual
- Being required by law to process the data for employment purposes
- Needing to process the information in order to protect the vital interests of the data subject or another
- Dealing with the administration of justice or legal proceedings

A customer can expect to have access to any personal data held by GWE Business West, in so far as it can be traced. Requests must be made in writing and there will be a £10 administration charge, as allowed by the Data Protection Act 1998, for which GWE Business West will undertake to:

Do an initial search on the client management system for instances of the client's personal details and related instances of service delivery or other contact with GWE Business West employees

Follow this with requests to the specified employees for details of other documentation, correspondence or emails held physically or electronically relating to the contact

Prepare a folder of material for despatch to the client within ten working days of receipt of the request

A customer can expect GWE Business West to alter the way in which the customer's data is processed in so far as GWE Business West is able, without prejudice to GWE Business West's ability to deliver services or to operate within the constraints of contractual agreements.

A customer can opt out of:

- Being sent any marketing communications
- Being included in any data set transferred to a partner organisation
- Being sent marketing communications via email

Business West members can opt out of specific services.