

# PRIVACY POLICY

This privacy policy sets out how The iNet uses and protects any information that you give us either through our website ([www.the-inet.org.uk](http://www.the-inet.org.uk)), via enrolling onto one of our projects or in communication with a member of the team. The iNet is part of Loughborough University and this policy applies in addition to the Loughborough University Privacy Policy.

The iNet is committed to ensuring that your privacy is protected. You can be assured that any personal information you provide will only be used in accordance with this privacy statement and General Data Protection Regulation Guidelines.

The iNet may change this policy from time to time. Any changes will be highlighted on the Privacy Policy pages of our website (<https://www.the-inet.org.uk/about/website-privacy-cookie-policy/>). This policy is effective from 25th May 2018.

## Who is collecting the data?

The iNet is a team within the Enterprise Office at Loughborough University. We run business support projects funded by organisations such as European Regional Development Fund (ERDF) and UK Space Agency. The data is collected to enable us to support businesses effectively and to satisfy the requirements of our funders.

## What we collect

We may collect the following information:

- name, job title and organisation
- contact information including email address, telephone number, postal address
- geographic information such as postcode, Local Authority area and Local Enterprise Partnership area
- ethnicity, disability status and age
- preferences, interests and area of specialism in relation to your business

We will process your data under one of the following legal bases:

- Consent  
The individual has given clear consent to process their personal data for a specific purpose or purposes.
- Contract  
The processing is necessary for a contract with the individual, or because specific steps are necessary before entering into a contract.
- Legitimate interests  
The processing is necessary for legitimate interests of the project(s) or the legitimate interests of a third party unless there is good reason to protect the individual's personal data which overrides those legitimate interests.

## How we use the data

The data we collect is used for relevant business purposes and in some instances forms a requirement of our funding. It is used to understand your needs and provide you with a better service, and in particular for the following reasons:

- service provision and to deal with enquiries and/or requests
- to communicate items of interest, such as
  - new funding and support projects
  - iNet and/or partner events
  - to request feedback on support received and future support needs

- funding requirements, for example
  - ERDF require that we record and keep certain project related information
- maintaining internal records to ensure the smooth running of our projects and to provide evidence of due diligence.

## Retention and Deletion

We will not keep personal data longer than is necessary for the purpose or purposes for which it was collected. We will take all reasonable steps to destroy, or erase from our systems, all data which is no longer required.

ERDF require us to hold all documents, both in electronic and hard copy form, relating to our projects and therefore relating to businesses enrolled on to those projects for a specified amount of time. This is currently until 2033. Other funders may require us to hold different data for different amounts of time and we will notify you of this should you participate in those projects.

## Security

We are committed to ensuring that your information is secure. As part of Loughborough University, any information held electronically by The iNet is held securely behind comprehensive servers and firewalls. Any information processed through our website cannot be guaranteed secure until it has reached our servers.

Any personal data held in hard copy format is secured in locked cabinets and is accessible only to members of the iNet team. We are required by our funders to keep hard copies of certain documents relating to projects, please see Retention and Deletion for details.

We and our partners may also occasionally use third party cloud-based software, for example survey collection software, and we cannot guarantee the security of data held on these systems. If in doubt, please check the relevant software providers privacy policy.

## Disclosure

We will not distribute your personal information to third parties for the purposes of marketing, unless we have your permission to do so. We will not sell your data to third parties.

It may be necessary for us to share your data with the following:

- Project funders
- Other stakeholders such as
  - European, National and Local Governments
  - Government agencies
  - Local Enterprise Partnerships
- Other third parties
  - Contractors and professional advisors where they are employed by us and require the information in order to perform their duties

Only where necessary we may disclose your data under the following circumstances:

- We are under a duty to disclose personal information in order to comply with the law
- For the purposes of fraud and other risk reductions

You may request to see what personal data we hold about you by contacting us:

The iNet, Hazlerigg Building, Loughborough University, LE11 3TU. Or by email: [inet@lboro.ac.uk](mailto:inet@lboro.ac.uk) or by phoning: 01509 635270

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above addresses. We will promptly correct any information found to be incorrect.

If you have previously given consent for us to use your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at the above addresses.

## Cookies

In the context of websites, a cookie is a small piece of information that is placed on the user's device in the form of a text file if your browser preferences allow it. Cookies are used to tell a website when the user has returned and can be used to make the interaction between users and web sites faster and easier.

They can also be used to see how users interact with websites enabling them to be developed to reflect user preferences or provide a personalised experience. Some cookies are used for authentication purposes, for example they may verify the user and carry out other essential security checks to enable the user to use the website as expected.

### Why do we use cookies?

Cookies allow The iNet to make our website more useful by tailoring the services that we offer. They allow our users to access the services they require and assist us in providing a better website experience for our users. A cookie in no way gives The iNet access to your computer or any information about you, other than the data you choose to share. We use Google Analytics to create reports on the performance of our website and patterns of use. If you do not wish us to do this, you can opt out of the Analytics service by installing an add-on for your browser.

### How can I restrict or block cookies?

We encourage you to accept the cookies we serve. However, if you wish to restrict or block the cookies which are set by our or any other website, you can do this through your browser settings. You can set your browser not to accept cookies, although you may not be able to access all the features on the Website. More information about how you can do this can be found at [allaboutcookies.org](http://allaboutcookies.org).

### Links to other websites

Our website contains links to other websites we think might be of relevance to our users. However, we do not have any control over other websites and as such they are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.