

## How Inverness Chamber use your personal data

- Members of Inverness Chamber of Commerce have the opportunity to list one business email address on their membership record. Where there is a 'Role Based' address for the business eg: admin@ - we would recommend this be your 'business email address' but understand that in some smaller enterprises this may not be possible.
- The 'business email address' becomes the way we connect your business to the network you have joined. It is accessible by your fellow members, our partners who deliver the benefits you are entitled to, and our regulating bodies British Chambers of Commerce and Scottish Chambers of Commerce.
- In addition to the 'business email address', any staff within a member organisation can opt to provide their contact details. These contacts will receive updates directly from Inverness Chamber of Commerce such as news, events and details of the benefits available to you as a member. We will never publish these contact details without your consent.
- As well as keeping you up to date with Chamber, we may use these contact details to contact you about speaking at, hosting, or sponsoring a future event, to contact you in advance of an event or training course that you have booked on to or to ask you for feedback after an event or training course you have attended.
- Our priority is to you as members, and in order to maximise your opportunities, we keep records of the benefits you have accessed, events you have attended and correspondence between you as the data subject and Chamber.
- From time to time our members share with us promotional information about the business or its staff. On your request, we may share this with our network through email updates, on our website or through our quarterly magazine inbusiness. We will always be clear about how personal information is shared and will never compromise your privacy while doing so.
- When you book for and attend an event organised by Inverness Chamber, we will provide your name and company name as part of the delegate list which is printed and distributed to other attendees. We will also print your name and company name on a delegate badge.
- Group photographs are often taken at Inverness Chamber events. These are used on social media and further promotional materials.
- We will store your name and email address on our accounting system and contact you for finance management purposes if necessary.

## Your data, your rights

- You can instruct us to provide you with any personal information we hold about you by emailing [membership@inverness-chamber.co.uk](mailto:membership@inverness-chamber.co.uk)
- If the information we hold about you is incorrect, we would welcome the chance to rectify this error and have the correct information on file.
- You have the right to immediate erasure of your personal information, which you are able to exercise by contacting our membership team on the email above or by calling 01463 228386.

- Please be aware that in some cases we require your personal information in order to carry out services we provide you. Should you choose to access the right to erasure then we may no longer be able to carry out the services in question.
- Unless you exercise this right we will keep your personal data for one year after your last interaction with us, or where required by governance up to 10 years after expiry of any financial year in which any contract we have arranged for you is discharged.
- If you are unhappy with how we are processing your data you have the right to lodge a complaint with the ICO.

## **Third Party and Data Processors**

- Through your business's membership of Inverness Chamber, we offer you access to a number of benefits for your business that are offered through third-party partners Qdos Business Support Services. [View their privacy policy here.](#)
- We use Office 365 for our document storage and communication processes. For more information see [Microsoft's Privacy Policy.](#)
- We use MailChimp to send all of our marketing emails. This data is kept until such time as you unsubscribe at which point we will not contact you any further. For more information please see [Mail Chimp's Privacy Policy.](#)
- Through Scottish Provincial Press (SPP) we have arranged for you to receive a copy of the monthly business magazine Executive. The member business's main contact name is sent to the mailing house for SPP along with the company address. More information on the SPP Media Group can be found [here.](#)
- Dynam host our website, [www.inverness-chamber.co.uk](http://www.inverness-chamber.co.uk), and as such may be required to process your data. [Contact Dynam](#) if you would like more information.