



## **Cleaning & Hygiene Suppliers Association Privacy Policy: May 2018**

This Privacy Policy sets out how the Cleaning & Hygiene Suppliers Association (CHSA) uses and protects information given to the Association.

The CHSA is committed to ensuring privacy is protected. Information provided will be used only in accordance with this privacy policy.

If the CHSA updates this policy, the new policy will be posted on the website.

### ***Collecting Data***

We collect information – name, business name, address, email telephone – from members directly on joining the CHSA. Information is collected for primary and secondary contacts, marketing contact, purchase ledger contact, and other.

Information – email address, first name, last name – is collected from those who sign up to the mailing list via the website.

Data is collected and held for suppliers, industry contacts and potential members. The data held might include information that can be used to identify individual employees in the companies / organisations or, in the case of suppliers, the data may refer to a sole trader or consultant.

### ***Use of the data***

In the case of members, data is held in order to communicate with member companies and their employees, sharing information about the campaigns and activities of the CHSA.

In the case of suppliers, data is held in order to contact suppliers in relation to services that they have provided to us or that they might provide to us in the future.

In the case of industry contacts and potential members, data is held to enable the CHSA to positively engage in the industry, promote its aims and attract new members.

The CHSA issues a regular newsletter and eShots about its activities to two mailing lists held in Mailchimp – one is of members and the other of those who have signed up, via a double opt in mechanism, on the website.

### ***How long data is kept***

Records are kept for up to six years after an organisation leaves the CHSA to enable the Association to contact former members should it wish. Data will be considered out of date and deleted after this point.



Suppliers' data will be held for up to six years from the date on which the CHSA last did business with them.

Data for industry contacts and potential members will be held for up to six years from the date on which the CHSA last actively engaged with the contact.

Anyone who requests removal from the contact list will be removed. The opportunity to opt out is included in every electronic communication.

### ***Data security***

The CHSA is committed to ensuring your information is secure. To prevent unauthorised access or disclosure, suitable physical, electronic and managerial procedures are in place to safeguard and secure the information we hold.

### ***Controlling your personal information***

If you have previously consented to our holding your data, you may change your mind by unsubscribing to our newsletter / eShots and / or by contacting the Secretary ([secretary@chsa.co.uk](mailto:secretary@chsa.co.uk)).

We will not sell, distribute or lease your personal information to third parties.

You have the 'right to be forgotten' if we are processing your data on the basis of consent, unless there are other legal grounds and obligations that require us to keep your personal data. In this case any personal data we hold would be erased and we would be unable to fulfil any requests about the information we had held retrospectively.

You may request details of personal information which we hold about you under the General Data Protection Regulation "GDPR". A "reasonable fee" may be charged for excessive or repetitive requests. If you would like a copy of the information held on you, please write to the Secretary of the CHSA, using the address on the contact page of the website.

If you believe any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the address on the contact page of the website. We will promptly correct any information found to be incorrect.

### ***Links to other websites***

Our website may contain links to other websites of interest. However, once a visitor to the website has used a link to leave [www.chsa.co.uk](http://www.chsa.co.uk), visitors should note the CHSA has no control over the running of the third party website and is not responsible for the protection and privacy of any information provided whilst visiting such sites. Such sites are not governed by this Privacy Policy.