

North Devon + Privacy Notice

We take the information we hold very seriously, and we are committed to the privacy and security of it.

Who is collecting and using your personal data?

North Devon+ collects and uses the personal data that you provide to us. As such, we will ensure that the data you give us is processed in line with your rights under the Data Protection Act 2018.

Why are we collecting your personal data and who we will share your personal data with?

The processing of your personal data is necessary to enable North Devon+ to provide you with the support requested by you. The legitimate purpose for which we have collected your personal information will vary depending on the reasoning for your interaction with us but will relate to the current role we are carrying out as set out in the table below:

To deliver services to you, it is necessary for us to share your personal data with relevant delivery partners and government departments. Information may be shared with other persons or organisations helping us with the assessment and monitoring of our services and with the delivery of the service. Information you provide may also be shared with other government departments, agencies and third parties appointed in connection with the administration of the service you have applied for. Please contact us if you require further information on this.

If you supply personal information relating to third parties to us, you must ensure that you inform those third parties about how you use this information and inform them that this information will be passed to and processed by us as set out in this notice.

Service Specific Privacy Notices

Role	Why is it collected and held?
Human Resources & Payroll	<p>Recruitment Payroll</p> <p>We are collecting your personal data for the following purposes:</p> <ul style="list-style-type: none"> •Maintaining our own accounts and records. •To enable the recruitment of staff <p>The Data Protection Act 2018 requires that personal data is collected and processed only where there is a lawful basis to do so. The lawful basis which applies in this instance is as follows:</p> <p>Legitimate interests</p>
Finance	<p>Making payments to suppliers Processing payments from customers</p> <p>The Data Protection Act 2018 requires that personal data is collected and processed only where there is a lawful basis to do so. The lawful basis which applies in this instance is as follows: Legitimate interests</p>

Role	Why is it collected and held?
Visitors to our office	<p>All visitors sign in and out at reception which is managed by the building's owner (Torridge District Council for both Caddsdwn and Riverbank House). Torridge District Council has its own Service Specific Notice covering its use of CCTV.</p> <p>https://www.torridge.gov.uk/article/17437/CCTV-Operations</p>
Direct Marketing	<p>We keep a Consent database for those who have completed our Keeping in Touch forms to enable us to provide them with details of events, news and information on business support and funding opportunities. The Data Protection Act 2018 requires that personal data is collected and processed only where there is a lawful basis to do so. The lawful basis which applies in this instance is as follows: Consent</p> <p>We use Companies House data to send out details of events, news and information on business support and funding opportunities. The Data Protection Act 2018 requires that personal data is collected and processed only where there is a lawful basis to do so. The lawful basis which applies in this instance is as follows: Legitimate interests</p> <p>ND+ utilises third party platforms such as Mailchimp. Checks have been carried out to ensure that these platforms are complaint with GDPR, storing data within the EEA and in rare instances where data is transferred by them outside of the EEA that these platforms only use sub-processors that are certified under the EU/US Privacy Shield and have committed to complying with GDPR.</p>
Torridge District Council Councillor Grant Scheme	<p>The Privacy Policy for Torridge District Council can be found here.</p> <p>https://www.torridge.gov.uk/privacypolicy</p>

Role	Why is it collected and held?
Farm Business Support Services	<p>To deliver services to you, it is necessary for us to collect your personal data. As this is a commercial contract between you and North Devon +, we will not share your data with third parties outside of this agreement and any data provided shall remain confidential between both parties unless authorised to share with elected parties for the purposes of funding applications / farm returns via external agencies as agreed.</p>
Business Boost 3	<p>To deliver services to you, it is necessary for us to collect your personal data. As the Business BOOST Programme is part-funded by North Devon Council and Torridge District Council through the UK Shared Prosperity Funding (Ministry of Housing Communities and Local Government). North Devon + may be required to share your personal data with these agencies only for statistical purposes and monitoring.</p> <p>North Devon + will not share your data with third parties outside of those listed above.</p>
Community Regeneration Partnership	<p>To deliver services to you, it is necessary for us to collect your personal data. As the Community Regeneration Partnership is delivered on behalf of Torridge District Council through funding provided by Ministry of Housing Communities and Local Government, North Devon + may be required to share your personal data with these agencies.</p> <p>North Devon + will not share your data with third parties outside of those listed above.</p>

How long will we hold your personal data?

North Devon + will retain your personal data for only as long as is necessary, and in line with our organisation's record retention schedules. Following secure deletion of electronic records, they remain on our server for a further four months before the record is purged.

Class of Record	Retention Period
Human Resources, Payroll and Finance	See separate document retention schedules held by Torridge District Council and North Devon Council
Visitors to our office	See separate document retention schedule held by Torridge District Council
Direct Marketing	Individual entries reviewed every 2 years and contact asked to confirm if they wish to register to stay on it. Companies House data updated once a month
Torridge District Council Councillor Grants Scheme	Until Torridge District Council announces destruction date
Farm Support Services (commercial)	Your information will be held for a maximum period of 7 years
Business Boost 3 (including funded farm support services - UKSPF)	Until Torridge District Council/North Devon Council announces destruction date
Community Regeneration Partnership	Until Torridge District Council/North Devon Council announces destruction date

Closed Programmes

Role	Why is it collected and held?
LEADER5	<p>If you have applied for funding under LEADER5, we will use the information you provide to administer, process, and assess your application for funding under the Rural Development Programme for England and to administer any funding if your application is successful. We may publish details about successful applications on our website (this may include all or some of the project and applicant details).</p> <p>We will also use the information you provide to monitor the outputs you produce as a result of your project. This may include details of new and existing staff, finance payments, and location/existence of assets purchased with the grant funding.</p> <p>The Data Protection Act 2018 requires that personal data is collected and processed only where there is a lawful basis to do so. The lawful basis which applies in this instance is as follows:</p> <p>Legitimate interests</p>

Role	Why is it collected and held?
Unlocking Business Investment Regional Growth Fund	<p>We will use the information you provide to administer, process, and assess your application for funding under the Unlocking Business Investment Regional Growth Fund programme and to administer any funding if your application is successful.</p> <p>We will also use the information you provide to monitor the outputs you produce as a result of your project. This may include details of new and existing staff, finance payments and location/existence of assets purchased with the grant funding.</p> <p>The Data Protection Act 2018 requires that personal data is collected and processed only where there is a lawful basis to do so. The lawful basis which applies in this instance is as follows:</p> <p>Legitimate interests</p>

Role	Why is it collected and held?
Growth Support Programme	<p>To deliver services to you, it is necessary for us to share your personal data with the Growth Support Programme (managed and run by Devon County Council) and its delivery partners. As the Growth Support Programme is part-funded by the European Regional Development Fund, Devon County Council is required to share your personal data with the Ministry of Housing, Communities, and Local Government. Your business advisor will share a copy of Ministry Of Housing, Communities and Local Government's Privacy Policy at your first meeting.</p> <p>Devon County Council has procured an external organisation, Business West, to manage the marketing for the programme. It is therefore necessary for Devon County Council to share your personal data with specific employees of Business West to enable them to carry out the marketing for the project. The Growth Support Programme will not share your data with third parties outside of those listed above. The Data Protection Act 2018 requires that personal data is collected and processed only where there is a lawful basis to do so. The lawful basis which applies in this instance is as follows: Legitimate interests</p>
Start Up and Grow	<p>Data must be supplied and shared for reporting and research purposes for the Ministry of Housing, Communities and Local Government, who manage European funding on behalf of the UK and our Contract Lead Accountable Partner, YTKO. All information will be held in the strictest confidence and your personal details will not be disclosed to any other third parties without your consent.</p> <p>The Data Protection Act 2018 requires that personal data is collected and processed only where there is a lawful basis to do so. The lawful basis which applies in this instance is as follows: Legitimate interests</p>

Role	Why is it collected and held?
Heart of the South West Growth Hub Growth Support Service	<p>The Growth Support Service is part of the Heart of the South West Growth Hub. It is aimed at established and newly started businesses committed to growth. As a general rule, the Growth Support Service will aim to support businesses and offer advice where such support is not available to a business under a European Regional Development Fund scheme or through mainstream government support such as Department for International Trade. There is a specific focus of the Growth Support Service to support the delivery of Local Enterprise Partnership priority sectors such as rural productivity including the food economy (agri-food sectors) and Agri-tech. The Data Protection Act 2018 requires that personal data is collected and processed only where there is a lawful basis to do so. The lawful basis which applies in this instance is as follows: Legitimate interests</p>
Bid Writing	<p>The personal information you have provided is required to enable us to write a bid submission for you based on the requirements you have given us. All information will be held in the strictest confidence and your personal details will not be disclosed to any other third parties without your consent.</p> <p>The Data Protection Act 2018 requires that personal data is collected and processed only where there is a lawful basis to do so. The lawful basis which applies in this instance is as follows: Legitimate interests</p>

Role	Why is it collected and held?
Devon County Council Interim Business Support	<p>To deliver services to you, it is necessary for us to share your personal data with the Interim Business Support Programme (managed and run by Devon County Council) and its delivery partners. As the Growth Support Programme is part-funded by the European Regional Development Fund, Devon County Council is required to share your personal data with the Ministry of Housing, Communities, and Local Government. Your business advisor will share a copy of Ministry Of Housing, Communities and Local Government's Privacy Policy at your first meeting.</p> <p>The Interim Business Support Programme will not share your data with third parties outside of those listed above.</p> <p>The Data Protection Act 2018 requires that personal data is collected and processed only where there is a lawful basis to do so. The lawful basis which applies in this instance is as follows: Consent</p>

Role	Why is it collected and held?
Torrige District Council Discretionary Grants Scheme	The Privacy Policy for Torrige District Council can be found here. https://www.torrige.gov.uk/privacypolicy
North Devon Pioneer Environmental Land Management Scheme Trial	Acting as sub-contractor to Business Information Point (Okehampton) to collect data to populate the farm business finance template. The North Devon Pioneer Environmental Land Management trial is part of the Department for Environment, Food & Rural Affairs Environmental Land Management Tests and Trials programme which Department for Environment, Food & Rural Affairs initiated in 2018 as a mechanism to co-design the Environmental Land Management scheme with stakeholders and to help refine and improve the policy framework and delivery methods. The lawful basis which applies in this instance is as follows: Legitimate interests
Devon County Council European Union Transition Support Programme	Acting as a sub-contractor to Devon County Council to make businesses aware of what they need to do for European Union transition and to improve business resilience following the end of the European Union Transition for a period to 31st March 2021. The lawful basis which applies in this instance is as follows: Legitimate interests

Role	Why is it collected and held?
Torrige District Council Additional Restrictions Grant	The Privacy Policy for Torrige District Council can be found here. https://www.torrige.gov.uk/privacypolicy
Heart Of The South West Growth Hub Farming Food Business Resilience Support	Acting as a sub-contractor to Business Information Point (Okehampton) to source and support farming businesses, food and drink businesses that process agricultural and horticultural products and farm diversification enterprises The lawful basis which applies in this instance is as follows: Legitimate interests
Business Boost	To deliver services to you, it is necessary for us to collect your personal data. As the Business BOOST Programme is part-funded by North Devon Council and Torrige District Council through funding provided by the Department of Business, Energy, and Industrial Strategy. North Devon + may be required to share your personal data with these agencies only for statistical purposes and monitoring, and with external contractors to provide business advice/workshops. North Devon + will not share your data with third parties outside of those listed above. The Data Protection Act 2018 requires that personal data is collected and processed only where there is a lawful basis to do so. The lawful basis which applies in this instance is as follows: Legitimate interests

Role	Why is it collected and held?
Future Farming Resilience Interim Support	<p>Acting as a sub-contractor to Business Information Point (Okehampton) to deliver one-to-one support to farm businesses following their attendance on the programme’s information workshop “Navigating the Agricultural Transition.”</p> <p>The lawful basis which applies in this instance is as follows: Legitimate interests</p>
Devon County Council Thrive	<p>To deliver services to you, it is necessary for us to share your personal data with the Growth Hub Service for All (managed and run by Devon County Council). As the Growth Hub Service for All is part-funded by European Regional Development Fund, Devon County Council is required to share your personal data with the Ministry of Housing, Communities, and Local Government.</p> <p>You can view the full Privacy Notice for the programme online: Devon County Council Privacy Notices</p>
Devon County Council Devon Elevation Fund	<p>The Devon Elevation Fund is part of the Community Renewal Fund, managed by the Ministry of Housing, Communities, and Local Government and delivered locally by Devon County Council and North Devon +, Business Information Point and the Diverse Regeneration Company CIC.</p> <p>You can view the full Privacy Notice for the programme online: Community renewal fund privacy notice - Devon County Council</p>
Business Boost 2	<p>To deliver services to you, it is necessary for us to collect your personal data. As the Business BOOST Programme is part-funded by North Devon Council and Torridge District Council through funding provided by the Department for Levelling Up, Housing and Communities, North Devon + may be required to share your personal data with these agencies only for statistical purposes and monitoring.</p> <p>North Devon + will not share your data with third parties outside of those listed above.</p>

Rural England Prosperity Fund	To deliver services to you, it is necessary for us to collect your personal data. As the Rural England Prosperity Fund is delivered on behalf of North Devon Council and Torridge District Council through funding provided by the Dept for Levelling Up, Housing and Communities, North Devon + may be required to share your personal data with these agencies. North Devon + will not share your data with third parties outside of those listed.
Devon County Council Future Farm Resilience 3	Acting as a sub-contractor to Devon County Council reporting data to Business Information Point appointed as the programme lead, to deliver one-to-one support to farm businesses following their attendance on the programme's information workshop "Navigating the Agricultural Transition". The lawful basis which applies in this instance is as follows: Legitimate interests

How long will we hold your personal data?

North Devon + will retain your personal data for only as long as is necessary, and in line with our organisation's record retention schedules. Following secure deletion of electronic records, they remain on our server for a further four months before the record is purged.

Class of Record	Retention Period
LEADER5	We will hold the majority of your information for five years after your final claim payment unless we have a legitimate reason to hold this for longer, for instance in defending any legal proceedings brought by any person or body in relation to your application or any funding we have provided, or as required by law or any relevant code of practice
Unlocking Business Investment Regional Growth Fund	We will hold the majority of your information for three years after the completion of the programme monitoring (currently expected to be 2027), unless we have a legitimate reason to hold this for longer, for instance in defending

Class of Record	Retention Period
	any legal proceedings brought by any person or body in relation to your application or any funding we have provided, or as required by law or any relevant code of practice
Growth Support Programme	As the Growth Support Programme is part-funded by the European Regional Development Fund, we are required to retain all programme documents (including your personal data) until Ministry Of Housing, Communities and Local Government announces the destruction date, this is currently expected to be 31st December 2032
Start Up and Grow	As the Start Up and Grow Programme is part-funded by the European Regional Development Fund, we are required to retain all programme documents (including your personal data) until Ministry Of Housing, Communities And Local Government announces the destruction date, this is currently expected to be 31st December 2032
Heart of the South West Growth Hub Growth Support Service	Until Ministry Of Housing, Communities And Local Government announces destruction date, currently expected to be 31st December 2032
Bid Writing	Unsuccessful - 1 year from rejection Successful - 6 years from the end of the contract period
Devon County Council Interim Business Support	As the Interim Business Support Programme is part-funded by the European Regional Development Fund, we are required to retain all programme documents (including your personal data) until Ministry Of Housing, Communities And Local Government announces the destruction date, this is currently expected to be 31st December 2032
Torrige District Council Discretionary Grants Scheme	Until Torrige District Council announces destruction date
North Devon Pioneer Environmental Land Management Scheme Trial	As a sub-contractor to Business Information Point (Okehampton) we act as data processor and so are responsible for complying with the General Data Protection Regulations when processing personal data. At the end of the contract

Class of Record	Retention Period
	period all physical records are handed over to Business Information Point (Okehampton) and electronic records, once transferred to Business Information Point (Okehampton), are deleted.
Devon County Council European Union Transition Support Programme	Until Devon County Council announces destruction date
Torridge District Council Additional Restrictions Grant	Until Torridge District Council announces destruction date
Heart Of The South West Growth Hub Farming Food Business Resilience Support	As a sub-contractor to Business Information Point (Okehampton) we act as data processor and so are responsible for complying with the General Data Protection Regulations when processing personal data. At the end of the contract period all physical records are handed over to Business Information Point (Okehampton) and electronic records, once transferred to Business Information Point (Okehampton), are deleted.
Business Boost	Until Torridge District Council and North Devon Council announces destruction date
Future Farming Resilience Interim Support	As a sub-contractor to Business Information Point (Okehampton) we act as data processor and so are responsible for complying with the General Data Protection Regulations when processing personal data. At the end of the contract period all physical records are handed over to Business Information Point (Okehampton) and electronic records, once transferred to Business Information Point (Okehampton), are deleted.
Devon County Council Thrive	As Thrive is part-funded by the European Regional Development Fund, we are required to retain all programme documents (including your personal data) until Ministry Of Housing, Communities And Local Government announces the destruction date, this is currently expected to be 31st December 2032

Class of Record	Retention Period
Devon County Council Devon Elevation Fund	If your bid is successful, your personal data will be held for up to two years from the closure of the bidding process. This is currently estimated to be July 2023. As part of the monitoring process, we will contact you regularly to ensure our records are up to date. Should your bid be unsuccessful, we will erase your personal data.
Business Boost 2	Until Torridge District Council announces destruction date
Rural England Prosperity Fund	Until 31 st March 2032
Devon County Council Future Farm Resilience 3	https://businessinfopoint.co.uk/privacy-and-cookies/ https://www.devon.gov.uk/privacy/privacy-notices/privacy-notice-for-future-farming-resilience/

Exercising your rights

Under the Data Protection legislation, data subjects have the following rights with regards to their personal information:

- the right to be informed about the collection and the use of their personal data
- the right to access personal data and supplementary information
- the right to have inaccurate personal data rectified, or completed if it is incomplete
- the right to erasure (to be forgotten) in certain circumstances
- the right to restrict processing in certain circumstances
- the right to data portability, which allows the data subject to obtain and reuse their personal data for their own purposes across different services
- the right to object to processing in certain circumstances
- rights in relation to automated decision making and profiling
- the right to withdraw consent at any time (where relevant)
- the right to complain to the Information Commissioner

Should you wish to exercise any of your rights, you should contact the Data Protection Officer (dataprotection@northdevonplus.co.uk)

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added, and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The cookies that we use do not record any personal information whatsoever - they only tell us your computer's IP address and where you are in the country.

Your right to complain

If you wish to complain about the way that your personal data has been handled by North Devon +, you should write to the Data Protection Officer and clearly outline your case. (dataprotection@northdevonplus.co.uk)

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

See www.ico.org.uk

Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF Email: casework@ico.org.uk