

Advance Northumberland Workspace

Privacy Notice and how we handle your information

Everyone working for Advance Northumberland Commercial Limited (Advance) has a legal duty to keep and process information about you in accordance with the law. This document aims to explain why we ask for your personal information, how that information will be used and how you can access your records.

Why is information recorded about me?

We use information about Advance Workspace tenants and customers to enable us to provide you with our serviced offices, virtual offices and meeting room services and carry out specific building maintenance and facilities management functions, for which we are responsible. We keep records about Advance Workspace tenants and customers that are written down (manual records), and ones kept on a computer (electronic records) and in our finance database.

These records may include:

- Basic details about you, for example your name, your business name and address, your telephone number/s and email addresses.
- The details of your staff registered to work at the Workspace.
- Unique identifiers, such as your home address (tenants only).
- Your bank details.
- Copies of your tenancy agreements, current and historic.
- Copies of meeting room bookings.
- Contact we have had with you, for example, meetings with Advance staff and copies of correspondence.
- Notes and reports about your relevant circumstances.
- Details of your internet usage and IP addresses.
- Details of all telephone calls made and received from the Advance telephone system.
- Details of all visitors to the centre, including vehicle registrations.
- CCTV images.
- Access times and dates into a Workspace site.

What is the information used for?

Your information is used principally to enter into a legal agreement and ensure we provide you with the services you require from Advance and meet our statutory obligations. It is important your records are accurate and up-to-date as they will help ensure our staff are able to provide you with the help, advice or support you need.

If you do not want to provide us with information you should not use our services. We would not be able to create a tenancy agreement (for physical offices and virtual offices), which means you would have no legal basis to occupy space. We would also be unable to generate correct service invoices or receive payments, and without your payments you would be in breach of your tenancy agreement.

Details of meeting room users are collected to confirm bookings and ensure a room is reserved for you. The information also allows us to generate correct invoices and receive your payment. If this information is not provided we cannot take your booking.

We collect data on overall usage of bandwidth to ensure we continue to make adequate provision to the centre and details of telephone calls are collected to allow for billing at the end of each quarter.

We collect details of all users of the centre, including tenants, customers and visitors so we can refer to this information in the event of an evacuation, real or planned.

At Ashington (including Green Lane), Blyth, Berwick and Wansbeck Workspaces we have CCTV systems recording external and internal images. These are used for retrospective review only, they are not actively monitored. The systems record images to a local hard drive.

At Ashington, Blyth, Berwick and Wansbeck Workspaces we have Access Control Systems that enable us to secure internal and external doors. Access is granted via a security fob, which are created for everyone based at the site, which includes the names of all current tenants, tenant's staff, the Advance staff and cleaning contractors for each respective building. It records details of doors accessed in real time.

How long is the information used for?

In order to provide you with this service, we rely on the legal basis of Article 6(1)(b) of the General Data Protection Regulations, which states processing is necessary for the performance of a contract with the data subject or to take steps to enter into a contract. Your details will be kept for the duration of your tenancy agreement and then archived as per our Document Retention Policy. Processing is kept to a minimum and will only be processed in accordance with the law.

In terms of systems, our CCTV hard drives retain images for up to 14 days and then the information is recorded over permanently and is not retrievable. When someone leaves a workspace and their individual fob is deleted from the Access Control Systems all data associated with that individual is deleted and is not retrievable.

Details of telephone calls are retained indefinitely within our telephone system, note however the internal extension numbers and the external telephone numbers we use are recycled and over time used for multiple tenants.

Sharing your information

When other suppliers are involved in the delivery of your services with Advance, for example setting up an internet connection, we may need to share details about you to enable us to work together for your benefit. Information will only be shared with third parties if they have genuine and lawful need for it.

Occasions when your information needs to be disclosed (shared) include:

- To supply and configure internet connections to an office (if you request one).

- To supply and configure telephone connections to an office (if you request these).
- To provide additional cleaning services to the inside of your offices (if you request this service).
- To carry out maintenance tasks on your behalf inside an office.
- Where the health and safety of others is at risk.
- When the law requires us to pass on information under special circumstances.

Anyone who receives information from us has a legal duty to keep it confidential

We are required by law to report certain information to appropriate authorities – for example:

- Where a formal court order has been issued.
- Where we encounter infectious diseases, which may be a public health concern.

Partner organisations who receive information about you

Advance outsource IT and telephones (ICT) to a third party, so details of any internet connections and telephone connections you require would be provided to this company. Our current ICT supplier is Aspire Technology Solutions Limited.

Advance outsource common area cleaning. In the event a tenant requests additional cleaning services to the inside of the office they rent, details of the tenant and contact details would be passed to the cleaning contractor. Our current cleaning contractor is Lees Premier Cleaning Limited.

Advance engage with reputable and competent contracts to supply, service and maintain equipment on site, which includes our CCTV and Access Control Systems. Through the process of maintaining this equipment, it is possible the service engineer will have access to personal data, i.e. a name in the list of active security fobs at a particular site. Our current maintenance companies for this kind of equipment are: CEFS Limited and IDS Fire & Security Limited. Our Call Logger (for collecting telephone call data) is maintained by Temple Comm Limited.

Where the Workspace has received public funding, which is specific to Blyth Workspace, we have an obligation to provide information about tenants as a condition of receiving the funding. Blyth Workspace received financial support from the European Regional Development Fund (ERDF), which means we are required to provide information, via a signed declaration, including:

- Any De Minimis State Aid received in the previous three fiscal years.

Blyth Workspace also received funding from the North East Local Enterprise Partnership (NELEP), which means we are required to provide information relating to employment and new jobs created. This information is held by Advance Commercial Enterprise Limited in hard copy at Blyth Workspace, and stored electronically on our server. The information is shared with the NELEP, but as a single collective figure for the Workspace, rather than by individual business.

Data could be shared for the purpose of economic and or regeneration related research carried out by our shareholder (Northumberland County Council). Data would be for their internal use only, and no identifiable information would be placed in the public domain.

Information of any kind will only be processed within the European Economic Area (EEA) and will not be shared with overseas recipients.

Can I see my records?

The General Data Protection Regulation allows you to find out what information is held about you, on paper and computer records. This is known as 'right of subject access' and applies to your Advance Workspace records with Advance Commercial Enterprise Limited, along with all other personal records we hold.

If you wish to see a copy of your records you should submit a Subject Access Request directly to The Data Protection Officer at Wansbeck Workspace, Rotary Parkway, Ashington, Northumberland, NE63 8QZ or by emailing dpo@advancenorthumberland.co.uk or by calling 01670 528400. You are entitled to receive a copy of your records free of charge, within a month. In certain circumstances access to your records may be limited, for example, if the records you have asked for contain information relating to another person.

Do I have Other Rights?

Data Protection laws gives you the right:

1. To be informed why, where and how we use your information.
2. To ask for access to your information.
3. To ask for information to be corrected if inaccurate or incomplete.
4. To ask for your information to be deleted or removed where there is no need for us to continue processing it.
5. To ask us to restrict the use of your information.
6. To ask us to copy or transfer your information from one IT system to another in a safe and secure way, without impacting the quality of the information.
7. To object to how your information is used.
8. To challenge any decisions made without human intervention (automated decision making).
9. To lodge a complaint with the Information Commissioner's Office whose contact details are below.
10. If our processing is based upon your consent, to withdraw your consent.

Further information

If you would like to know more about how we use your information, or if for any reason you do not wish to have your information used in any of the ways described in this leaflet, please tell us. Please contact the Data Protection Officer on 01670 528400 or at email address dpo@advancenorthumberland.co.uk

Details of the Information Commissioner can be found at: <https://ico.org.uk/>