



Customer Engagement Privacy Statement

When you actively participate with the Customer Engagement Service at Bernicia, we want to be sure that you understand how we will use any information you give and share with us.

Bernicia has a well-developed Privacy Notice – “Your Privacy Matters” and upholds all the principles within that document throughout all our business activities. However, some activities require a more detailed note on how we use and protect your data rights, and Customer Engagement is just such a service.

When you apply for a grant, join a group, agree to answer our service questionnaires, or come to any of our events, your information (including your name, address, date of birth, contact details and your thoughts, opinions and suggestions) will be used to support Bernicia further its Customer Engagement Service. We may use the information to inform marketing for future events and initiatives and in our hard copy and online publications. In addition, we may use images from such activities to promote Bernicia both internally, and externally, and will use social and traditional media to do so.

This in no way affects your rights under the Data Protection Act 2018, and GDPR, particularly your right to object to your image being used, and we will always seek prior written consent to do this – and you can withdraw this at any time, please just let us know.

We retain all records of Customer Engagement activities for 6 years and this is documented in our retention schedule.

We will not share any information you give us with any third parties, unless you ask us to, or they are directly involved in the project or activity you are engaged in. Where this is the case, you will be made aware that the third party is linked to the project, and we will not share your information speculatively with any other organisations.

The Data Protection law gives you the right to apply for a copy of information about yourself. This is called a 'Subject Access Request'. For information on how to make a request visit our Data protection page.

Should you have any questions regarding the way information you provide as part of Customer Engagement activities is processed, you should contact a member of the Customer Engagement Team in the first instance.