

# Privacy Notice

March 2018

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*Our privacy notice explains how we collect, use, share and protect your personal information. If we update this notice, we will post any changes on our website so that you'll always know how your personal information is being used or shared.*

## 1 Who's responsible for your data

In this document “we” refers to Fibre for Rural Nottinghamshire Ltd (F4RN), a Community Benefit Society set up to bring superfast fibre optic broadband to the residents of Fiskerton and Morton, and to support other rural communities in Nottinghamshire who want to build their own broadband networks.

F4RN is the “data controller” for your personal data.

## 2 How to contact us

You can contact us in writing to Fibre for Rural Nottinghamshire, Ossington Chambers, 6-8 Castle Gate, Newark, NG24 1AX

Alternatively can email us at [info@f4rn.org.uk](mailto:info@f4rn.org.uk) or raise a support request through our web site at [f4rn.org.uk/contact-details/](http://f4rn.org.uk/contact-details/)

## 3 Why do we collect personal data?

We collect and process your personal data for the following lawful purposes:

### 3.1 Contract

We will process personal data from customers who have signed a contract with F4RN for the provision of their broadband connection. This includes providing our existing customers with details of changes to the products and services we provide.

### 3.2 Legitimate Interests

We will process personal data under the following conditions:

1. from investors in F4RN
2. from individuals who have expressed an interest in receiving an internet service from F4RN but who have not signed a contract with us. This is to ensure that we can provide the potential customer with information about our service and the progress in building the network to their property.
3. from people who have expressed an interest in being kept informed on F4RN's progress

### 3.3 Consent

This applies specifically to marketing by F4RN for our products and services. We will only use personal data to send marketing materials to people who have specifically consented to receiving such information from us.

All marketing emails will include details of how to opt out of future marketing communications

## 4 How we collect your personal information

We collect your personal information when you:

- buy a product or service from us;
- register for a specific product or service;
- subscribe to newsletters, alerts or other services from us;
- ask us for more information about a product or service;
- contact us with a question or complaint;
- respond to a competition, prize draw or survey;
- use our network and other F4RN products or services;

We may also collect information about you from other organisations if this is appropriate, including fraud-prevention agencies, business directories and credit-reference agencies.

## 5 What personal information we're collecting

The information we collect about you will depend on the F4RN products and services you use and subscribe to. The information we collect includes, but is not limited to, the following:

- your name, address, phone number and email address;
- your bank account number and sort code or other banking information;
- your contact with us, such as: a note or recording of a call you make to one of our support line; an email or letter you send to us; and other records of any contact you have with us;
- your account information, such as: dates of payment owed and received; the subscription services you use; and any other information to do with your account.

We will also collect information about how you use our products and services, such as:

- the level of service you receive (for example network faults and other network events which may affect our network services);

## 6 Using your personal information

We may use and analyse your information to:

- process the goods and services that you have bought from us and keep you updated with the progress of your order;
- keep you informed generally about new products and services (where you have specifically consented to receiving our marketing messages);

- provide the relevant service or product to you, contact you with offers or promotions based on how you use our products and services. bill you for using our products or services or to take the appropriate amount of credit from you;
- respond to any questions or concerns that you may have about using our network, products or services;
- protect our network and to manage the volume use of our network (for example, we identify peak periods of use so that we can try and make sure that the network can handle the volume at those times);
- understand how our different customers use our network, products and services so we can develop more interesting and relevant products and services for our customers, as well as personalise the products and services we offer you;
- carry out research and statistical analysis and monitor customer use of our network, products and services on an anonymous or personalised basis;
- prevent and detect fraud or other crimes and recover debts or trace those who owe us money.

We will store your information for as long as we have to by law. If there is no legal requirement, we will only store your information for as long as we need it.

## 7 Changing your consent to receiving marketing information

If we use your personal information to market our products and services, we will only do this by email. The email will include instructions on how to remove your consent. Alternatively, you may contact us directly to inform us that you no longer wish to receive marketing materials.

## 8 Sharing your personal information

We may share information about you with:

- partners or agents who are involved in delivering the products and services you have ordered or used;
- credit reference agencies, fraud prevention agencies, business scoring agencies or other credit scoring agencies;
- debt collection agencies or other debt recovery organisations;
- law enforcement agencies, regulatory organisations, courts or other public authorities if we have to or are authorised to by law.

We will release information only if it is reasonable for the purpose of delivering the service, protecting us against fraud, defending our rights or property or to protect the interests of our customers

If we are reorganised or are sold to another organisation, we may transfer any personal information we hold about you to that organisation

## 9 Security

We store and use your personal information securely, so it cannot be read by anyone who doesn't need to see it.

If we have a contract with another organisation to provide a service on our behalf we will endeavour to ensure they have appropriate security measures and only process your information as we have authorised.

Those organisations will not be entitled to use your personal information for their own purposes.

Communications over the internet, such as emails, are not secure unless they have been encrypted. Your communications may go through a number of countries before being delivered – this is the nature of the internet. We cannot accept responsibility for any unauthorised access or loss of personal information that is beyond our control.

## 10 Your rights

If we collect or handle your personal data you have rights as an individual which you can exercise in relation to the information we hold about you.

### 10.1 Right of access to your personal data

You can write to us at any time to get a copy of the personal information we hold about you. We will not charge for individual request for this information but may charge to cover reasonable administration costs in response to multiple requests.

If you believe we are holding inaccurate information about you, please contact our customer services team so we can correct it.

### 10.2 Your other rights

If you have given your consent for us to process your personal data you can withdraw that consent at any time. You can also request that we correct any mistakes, restrict or stop processing your data, or delete it.

You should be aware that we are not required to delete or stop processing your data were we need it to continue using it, for instance, to continue to deliver our contacted service to you. If this is the case, we'll explain why.

### 10.3 Your right to contact the Information Commissioner

If you're unhappy with any aspect of how we handle your personal data you also have the right to contact the Information Commissioner's Office (ICO), the supervisory authority that regulates handling of personal information in the UK.

You can contact them by going to their **website** (<https://ico.org.uk/>), phoning them on **0303 123 1113** or by post to:

**Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.**

## 11 What happens if we send data outside the EU?

We use a number of cloud-based services to store and process your data. These services use data centres which may be located outside the UK or EU.

Data protection laws allow us to transfer personal data to organisations in countries within the European Union as all of those countries are signed up to the same laws and have to have the same controls and safeguards in place to protect your data.

Occasionally we may need to transfer your personal data to a country outside the EU, in which case we will only do so where the European Commission has declared that the receiving country has an adequate level of protection, or we have a contract which includes appropriate data protection clauses requiring that your data is handled to the same standards as we have to uphold.

If your data is being transferred outside the EU then you can contact us to obtain details of the relevant safeguards.