



## iSH (Industrial Solutions Hub) Privacy Policy

### Our contact details:

**Name:** Managing Director

**Address:** Office 31, Phoenix Enterprise Centre Phase 3, Earl Street,  
Cleator Moor, Cumbria, CA25 5AU

**Phone Number:** 01946 383133

**E-mail:** info@ishco.co.uk

### ABOUT THIS POLICY

At iSH (Industrial Solutions Hub) we are committed to protecting your personal data. This privacy policy explains how we handle the personal data which we hold including the personal data which we collect when you use this website at [www.ishco.co.uk](http://www.ishco.co.uk). It also explains your privacy rights and how the law protects you including how we comply with the General Data Protection Regulation (“**GDPR**”) and other related legislation which relates to the use of personal data.

### PURPOSE OF THIS PRIVACY POLICY

This privacy policy aims to give you information on how iSH (Industrial Solutions Hub) collects and processes your personal data for example when you use this website, purchase services from us or get in touch for any reason, including by phone or email.

It is important that you read this privacy policy together with any other statements or fair processing notices we may provide on specific occasions when we collect or process personal data so that you are fully aware of how and why we are using your data. This privacy policy supplements those other notices and is not intended to override them.



## HOW TO CONTACT US

For the purposes of this website and the information collected through it, iSH (Industrial Solutions Hub) is a data controller and is responsible for your personal data. If you have any questions about this privacy policy, including any requests to exercise your legal rights, please contact us at the address above.

You have the right to make a complaint to the Information Commissioner's Office (ICO) which is the UK supervisory authority for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)). We would, however, like the opportunity to assist you with any concerns before you approach the ICO so please contact us in the first instance using the details above.

## YOUR DUTY TO INFORM US OF CHANGES

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

If you provide us with information about any other person, for example any other individuals within your organisation or your business partners, then you must ensure that you have their consent to pass those details to us and for us to use those details in accordance with this privacy policy. You should also make sure that you bring this policy to their attention.

## THE TYPE OF PERSONAL INFORMATION WE COLLECT

We currently collect and process the following information:

- Identity and Contact Data such as names, titles and other identifiers together with personal or business address, email address and telephone numbers.
- Technical Data including internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website. This may also include information about how you use our website and our services.
- Marketing and Communications Data includes preferences in receiving marketing from us.

## HOW WE GET THE PERSONAL INFORMATION AND WHY WE HAVE IT

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- **Administration of our website**

We may process your identity and contact data and technical data, for the purposes of administering and operating this website. This may include troubleshooting, data analysis, testing, system maintenance and support. This helps us to continually improve this website and the services we can offer. We process your data in this way on the basis that this is necessary for our legitimate interests in managing, administering and improving this website and our services. This may also be necessary to comply with legal obligations.

- **Responding to enquiries**

If you contact us with a message or enquiry (for example through our “Contact” page) or if you want to speak to us, we will use your identity and contact data in order to respond to you. Processing your data in this way is necessary for our legitimate interests in the operation of our business, in order to provide our client service to you.

- **Providing information about our services**

iSH is an organisation which helps connect people who are interested in working together. We signpost people to relevant resources and we help strengthen a knowledge of what is going on in the sectors we work in.

We may from time to time contact you with marketing communications such as to tell you about other services we offer which we think may interest you. To do this we will use your identity and contact data, and may also use your technical, and marketing and communications data. We process your data in this way as it is necessary for our legitimate interests to develop, market and promote our services.

We are not necessarily marketing ourselves, we are marketing West Cumbria to the world. Further information about our marketing activities can be found below.

We also receive personal information indirectly, from the following sources in the following scenarios:

Copeland Borough Council/ Cumberland Council via their business networking, for example people who signed up to the Copeland Open for Business event.

We use the information that you have given us in order to keep you informed of the work we are doing, and local and regional events or business news which we think may be of interest to you. We may share this information with 32West, Ulverston for processing our regular newsletters.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting:

Lynn Huddart, iSH Office Manager, [lynn.huddart@ishco.co.uk](mailto:lynn.huddart@ishco.co.uk)

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(e) We have a legitimate interest.



## HOW WE STORE YOUR PERSONAL INFORMATION

Your information is securely stored. We use Tractivity [www.tractivity.co.uk](http://www.tractivity.co.uk) to store personal data. Their privacy policy is available on their website. We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting or reporting requirements.

We use Mailchimp [mailchimp.com/en-gb/](http://mailchimp.com/en-gb/) for the purpose of processing our newsletter.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances, we may anonymise personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further policy to you.

We will then dispose your information securely, in line with the company's data retention schedule.