

Agenda

DATA PRIVACY POLICY

Slack Communications Ltd, trading as Agenda, is committed to protecting your privacy and takes this responsibility very seriously. This notice outlines what data we collect, how we may use it, how we protect your data and your rights, and how you can exercise those rights.

Your personal data – what is it?

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession. The processing of personal data is governed by the [Data Protection Act 1998](#).

Who are we?

Agenda is the data controller. This means it decides how your personal data is processed and for what purposes. Agenda is a UK registered company limited by guarantee (no. 08439593). The registered address is c/o Francis Clark LLP Melville Building East, Royal William Yard, Plymouth, Devon, PL1 3RP.

Why do we collect your data?

We collect personal data for many reasons, including to provide you with services, communicate with you and send you information you have requested. Depending on how you interact with us, we may process data for the following reasons:

- To manage our employees and Associates (freelancers)
- To maintain our own accounts and records
- To operate the Agenda website
- To deliver our services, activities, events, training and respond to individuals, companies and organisations who have requested these services and information
- To inform individuals, companies and organisations of our news, events, activities or services related to Agenda and its products and services
- To conduct surveys, research and gather feedback
- To comply with applicable laws and regulations, and requests from statutory agencies
- To comply with our contractual obligations.

When do we collect information from you?

We obtain information about you when you:

- Contact Agenda for information on our products and services
- Become a client of Agenda
- Attend an Agenda event or session

- Become an associate with Agenda
- Sign up for our e-newsletter
- Complete our surveys
- Use our website

Information we collect

The personal information that Agenda collects varies depending on the type of engagement and participation with the organisation. The information we collect usually includes:

- Name
- Contact address
- Contact telephone numbers (including mobiles)
- Email

Depending on the nature of engagement with Agenda, we may also collect the following information:

- Records of your correspondence and engagement with us
- Information and records that directly enable us to offer and deliver tailored services and products
- Information you may enter on our website
- Bank details
- Photographs, video or audio recordings
- Biographical information
- Monitoring and evaluation data
- Other information you share with us

This information may be collected via:

- Any paper forms you complete
- Any telephone, webchat or email conversations, or face-to-face interactions
- Digital forms completed via our website or online surveys
- Publicly available sources
- Communication via social media

Using your personal data

If you are enquiring about working with us or working with us as a client, we will need to process your data because of your specific relationship with us.

Agenda, wherever possible, will only use the data within systems owned and controlled by our clients and this access will conclude once we cease working with you. Agenda will only have access to aggregated and anonymised data when our contract with you has concluded for the purposes of publishing the scale and impact of our work (for example, case studies and impact statistics). This content will be agreed and signed off with you.

Where essential to Agenda completing agreed contracted work, a minimum level of sensitive data may need to be stored in a protected and client shared folder on Agenda's SharePoint system. This ensures that we provide effective and tailored services and products. Individual files with sensitive information will have their own additional password for access. As per above, all sensitive information will not be retained in this space by Agenda beyond our work with you. No one is allowed access to our system or files or for one of the other purposes discussed in this notice.

Direct marketing

We would love to keep you up to date with all our news, services and events.

We use a range of channels to contact our subscribers, clients and supporters – including our website, e-newsletter, face-to-face engagement, email, and telephone.

We will obtain your consent to contact you. We send the following marketing materials:

1. Updates about Agenda’s work: including our e-newsletter, promotional leaflets, and other publications informing you about our products, services and events
2. Events: details of any Agenda events. Please note that if you sign up to an Agenda event, we will also send you administrative communications confirming details of the events. On occasion we will also send you a reminder about the same event in future years in case you want to participate in it again.

We will never share or sell your personal data to a third-party organisation for its marketing, fundraising or campaigning purposes.

You can withdraw your consent, unsubscribe from or update your marketing preferences at any point by emailing your request to hello@your-agenda.com.

Any electronic communications, such as emails, will have a link to unsubscribe from future electronic communications, so you can manage your own communication preferences.

If you make any changes to your consent, we will update your record as soon as we possibly can. Email communications will, however, be stopped immediately. If you tell us you do not wish to receive marketing communications, you may still receive transactional and service-based communications confirming and servicing other relationships you have with us.

Digital Media

Like many other websites our Agenda website uses cookies. It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using our website.

A cookie is a small file of letters and numbers that we may store on your browser or the hard drive of your computer or device. They cannot be used to identify you personally.

Our website is hosted by [Statamic](#). You can access their privacy policies [here](#).

We use information in the following ways:

1. Administer the Site and to help you use the Site
2. To carry out statistical analysis on the site usage using Google Analytics.

Google Analytics is a web analytics service provided by Google Inc. (“Google”). Google Analytics uses “Cookies”, text files that are stored on your computer and enable analysis of your use of the website. The information generated by the cookie about your use of this website is usually transmitted to a Google server in the USA and stored there. If you enable IP anonymization on this website, your IP address from Google will be truncated within Member States of the European Union or other parties to the Agreement on the European Economic Area. Only in exceptional circumstances will the full IP address be transmitted to a Google server in the USA and shortened there. By order of the operator of the website, Google will use this information to evaluate your use of the website, compile reports on website activity, and provide other services regarding website and internet use to the website operator.

The IP address transmitted by your browser as part of the Google Analytics will not be merged with other data from Google. You may block cookies from being stored by adjusting the settings in your browser software; however, we would like to point out that in this case, you may not be able to use all of the features on this website to their full extent. You can also block the collection of the data generated by the cookie and the data related to your use of the website (incl. your IP address) to Google as well as the processing of this data by Google, by

downloading and installing a browser plugin available [here](#).

You can view Google Analytics privacy policy [here](#).

Applying for an Associate position with Agenda

When you apply for a position with us, your personal data will be collated to monitor the progression of your application, and the effectiveness of the recruitment process through the statistics collected. Where we need to share your data, such as for gathering references, you will be informed beforehand. These checks are only done after a position has been offered only to the successful candidate.

Personal data about unsuccessful applicants are held no longer than six months after the recruitment exercise is complete for that vacancy. You, as an applicant, can ask us to remove your data before this time if you do not want us to hold it.

Once you have taken up work with Agenda, we will compile a file relating to your work arrangement with us. This information will be kept secure and will only be used for purposes directly relevant to your contract with us. Once your contract with us has concluded, we will retain the file in accordance with the requirements of our retention schedule and then delete it from our files.

Professional contacts

We may collect data about professional contacts and partners with whom we work. Personal data collected in this way will be processed in accordance with data protection legislation and this policy. We may send our professional partners information and updates about our work (primarily by email). Such contacts can opt out of receiving this information at any time.

Our legal basis for processing personal data

We need a lawful basis to collect and use your personal data under data protection law. The law allows for six ways to process personal data (and additional ways for sensitive personal data). Four of these are relevant to the types of processing that we carry out.

This includes information that is processed on the basis of:

1. A person's consent (for example, to send you our Agenda e-newsletter)
2. A contractual relationship (for example, to provide you with goods or services that you have purchased from us)
3. Agenda's legitimate interests (please see below for more information)

Sensitive data may be legally collected and used if it is necessary for a legitimate interest of the organisation using the data, if its use is fair and does not adversely impact the rights of the individual concerned.

When we use your information, we will always consider if it is fair and balanced to do so and if it is within your reasonable expectations. We will balance your rights and our legitimate interests to ensure that we use your personal information in ways that are not unduly intrusive or unfair.

Our legitimate interests include:

- Company/corporate governance: including statutory and financial reporting and other regulatory compliance purposes.
- Business and operational management: including responding to solicited enquires, providing information on Agenda services, products and events and the recruitment and administration of Associates.

We will never share or sell your personal data to a third-party organisation for marketing, fundraising, or campaigning purposes.

Transfers of data outside of the European Economic Area

We use Microsoft Office 365 products, which are multi-tenant cloud services, for our internal office use. This means that internal documents and information generated by us are stored in cloud services hosted within the European Economic Area (EEA).

Retention of your data

Whatever your relationship with us, we will only store your information for a specified amount of time, as set out in this policy.

The length of time that data will be kept may depend on the reasons for which we are processing the data and on the law or regulations that the information falls under, such as financial regulations, Limitations Act, Health and Safety regulation or any funding obligations we may have.

Subject to the above, we will typically store data relating to clients to whom we provide services six years after completion of those services. HR data is kept for a period of six years following the termination of contract; financial data will be destroyed after two years, unless this information is available on documents we are required to keep as a formal business record (eg, invoices); Health and Safety information will be held according to statutory requirements.

Once the retention period has expired, the information will be confidentially disposed or permanently deleted, or anonymised.

If you request to receive no further contact from us, we will keep some basic information about you on our suppression list to avoid sending you unwanted materials in the future.

Your Rights

You have many rights under data protection legislation. These include:

1. Right of Access

You have the right to know what information we hold about you and to ask, in writing, to see your records.

We will supply any information you ask for that we hold about you as soon as possible, but this may take up to 30 days. We will not charge you for this other than in exceptional circumstances. You will be asked for proof of identity as the person dealing with your request may not have met you before. We need to be sure we are only releasing your personal data to you.

This is called a data subject access, and can be done by emailing hello@your-agenda.com

2. Right to be informed

You have the right to be informed how your data will be used. This policy, as well as any additional information or notice that is provided to you either at the time you provided your details, or otherwise, is intended to provide you with this information.

3. Right to withdraw consent

Where we process your data based on your consent (for example, to send you our Agenda e- newsletter), you can withdraw that consent at any time. To do this by using the link found at the bottom of those specific email/s or by emailing your request to hello@your-agenda.com

4. Right to object

You also have a right to object to us processing data where we are relying on it being within our legitimate

interests to do so. To do this, or to discuss this right further with us, please contact us by emailing your request to hello@your-agenda.com

5. Right to restrict processing

In certain situations, you have the right to ask for processing of your data to be restricted because there is some disagreement about its accuracy or legitimate usage.

6. Right of erasure

In some cases, you have the right to be forgotten (i.e. to have your personal data deleted from our database). Where you have requested that we do not send you marketing materials, we will need to keep some limited information to ensure that you are not contacted in the future.

7. Right of rectification

If you believe our records are inaccurate, you have the right to ask for those records concerning you to be updated. To update your records, please get in touch with us on hello@your-agenda.com

8. Right to data portability

Where we are processing your personal data because you have given us your consent to do so, you have the right to request that the data is transferred from one service provider to another.

You can find detailed information about your rights under UK Data Protection legislation on the UK Information Commissioner's website: www.ico.gov.uk

Further processing

If we wish to use your data for a new purpose, not covered by this Data Protection Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions.

Where and whenever necessary, we will seek your prior consent to the new processing.

Complaints

If you have any complaints about the way in which we have used your data, please get in touch with us on hello@your-agenda.com. We would be happy to help and discuss your concerns.

In addition, you are also entitled to make a complaint to the [Information Commissioner's Office](https://www.ico.gov.uk).

Contact Us

If you have any questions about this policy, would like more information, or want to exercise any of the rights set out above, you can get in touch with us at hello@your-agenda.com

