



Food and Drink North East (FADNE) Privacy Policy

Our contact details:

Name: Food and Drink North East (FADNE)

Address: The Beacon Westgate Road, Newcastle upon Tyne NE4 9PQ

Phone Number:

E-mail: info@fadne.org

Website: www.fadne.org

The type of personal information we collect:

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Email addresses
- Payment details

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:

- You completed a sign-up form on our website and opted in to provide your details and be added as a marketing contact.
- You joined the FADNE Community and provided personal information to complete the subscription.

We use the information that you have given us in order to provide services and share information to you.

We may share this information with a third party in order to fulfil your FADNE Community benefits, which includes our FADNE Community Partnerships, which include the Arete Group, Erudus, FDF, Harlands Accountants and NGI.

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

(a) Your consent. You have the right to remove your consent at any time. You can do this by contacting info@fadne.org



(b) We have a contractual obligation.

(c) We have a legitimate interest.

How we store your personal information

Your information is securely stored on our HubSpot database and Chargebee Subscription service database.

We keep your personal identifiers and email address for the duration of your membership, this information can be securely deleted at any time upon request.

We keep your subscription payment details for the duration of your membership. Upon cancellation, refund or change to affiliate status, we will dispose of your data following our Chargebee data deletion policy. Your payment data will be held for a period of two months before being automatically and securely deleted from our database.



Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@fadne.org if you wish to make a request.



How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at info@fadne.org.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>