

Data Protection & GDPR Policy

The Family Business Network Ltd
Trading as: The Family Business Community

Last updated: [12th January 2025]

1. Introduction

The Family Business Network Ltd, trading as **The Family Business Community** (“we”, “us”, “our”), is committed to protecting and respecting your privacy. This policy explains how we collect, use, store, and protect personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This policy applies to personal data collected through our website, CRM systems, membership services, events, and any other interactions with us.

2. Data Controller

For the purposes of data protection legislation, **The Family Business Network Ltd** is the Data Controller.

Registered business name:

The Family Business Network Ltd
T/A The Family Business Community

3. Data Protection Officers (DPOs)

Our nominated Data Protection Officers are:

- Susan Howorth
- David Clarkson

Any questions relating to this policy or your personal data should be directed to one of the above.

4. Personal Data We Collect

We may collect and process the following categories of personal data:

- **Identity data:** name, title, date of birth (where relevant)
- **Contact data:** email address, telephone number, postal address
- **Business data:** company name, role, sector, business size
- **Membership data:** membership status, renewal dates, event attendance

- **Financial data:** payment transaction references (note: we do not store full card details)
- **Technical data:** IP address, browser type, device information
- **Marketing data:** communication preferences and consent records

5. How We Collect Personal Data

We collect personal data when you:

- Register as a member
- Purchase tickets for events
- Complete forms on our website
- Subscribe to newsletters or communications
- Engage with us via email, phone, or social media
- Attend our events or programmes

6. Lawful Basis for Processing

We process personal data under the following lawful bases:

- **Contractual necessity:** to provide memberships, events, and services
- **Legal obligation:** for accounting, tax, and regulatory compliance
- **Legitimate interests:** to manage our community, improve services, and maintain relationships
- **Consent:** for marketing communications where required

You may withdraw consent at any time.

7. How We Use Personal Data

We use personal data to:

- Manage memberships and community engagement
- Process payments and issue invoices
- Deliver events, programmes, and communications
- Maintain our CRM and contact records
- Improve our website, services, and user experience
- Meet legal and regulatory obligations

8. Third-Party Data Processors

We work with trusted third-party processors who handle data on our behalf, including:

- **HubSpot** – CRM, marketing, and communications management

- **Stripe** – payment processing for memberships and ticketed events

These providers process data in accordance with GDPR-compliant data processing agreements.

9. International Data Transfers

Where personal data is transferred outside the UK, we ensure appropriate safeguards are in place, such as Standard Contractual Clauses or equivalent legal mechanisms.

10. Data Security

We take appropriate technical and organisational measures to protect personal data, including:

- Secure systems and access controls
- Encryption where appropriate
- Regular review of data access and retention
- Staff awareness and data protection training

11. Data Retention

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected, including legal, accounting, and reporting requirements. Data is securely deleted or anonymised when no longer required.

12. Your Data Protection Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request erasure of your data
- Restrict or object to processing
- Request data portability
- Withdraw consent at any time
- Lodge a complaint with the Information Commissioner's Office (ICO)

13. Cookies & Website Data

Our website uses cookies and similar technologies to improve functionality and user experience. Please refer to our Cookie Policy for full details.

14. Changes to This Policy

We may update this policy from time to time. The most current version will always be available on our website.

15. Contact Us

For any questions about this policy or how we handle your personal data, please contact:

Data Protection Officers
Susan Howorth / David Clarkson
The Family Business Community