



# 5GRIT Privacy Policy

---

## 1. Purpose of the policy

- 1.1. This policy sets out how we will collect, process, store and use the information we hold about you.
- 1.2. We take seriously the protection of your privacy and confidentiality and we understand that you are entitled to know that your personal data will not be used for any unintended purpose and will not accidentally fall into the hands of a third party.
- 1.3. We undertake to preserve the confidentiality of all information you provide to us.
- 1.4. Our policy complies with UK law, including that required by the EU General Data Protection Regulation (GDPR) [www.eugdpr.org](http://www.eugdpr.org). This law requires us to tell you about your rights and our obligations to you in regards to the processing and control of your personal data. More information about your rights can be found at [www.knowyourprivacyrights.org](http://www.knowyourprivacyrights.org)
- 1.5. Except as described below, we do not share, sell or disclose any personal information we collect to any third parties.

## 2. The basis on which we process information about you

- 2.1. The law requires us to determine how we process different categories of your personal information, and to notify you of the basis for each category.
- 2.2. If a basis on which we process your personal information changes or is no longer relevant then we shall notify you of the change or immediately stop processing your information.

## 3. Information we process because we have a contractual obligation with you

- 3.1. When you subscribe to receive communications from us, a contract is formed between you and us.
- 3.2. In order to carry out our obligations under that contract we must process the information you give us. Some of this information may be personal information.
- 3.3. We may use it in order to provide you with information via our secure system that we believe will be relevant to yourself and your organisation. We may also use it to verify your identity for security purposes
- 3.4. We process this information on the basis there is a contract between us, or that you have requested we use the information before we enter into a legal contract.
- 3.5. Additionally, we may aggregate this information in a general way and use it to provide generic information on overall membership statistics.
- 3.6. We shall continue to process this information until the contract between us ends or is terminated by either party under the terms of the contract.



# 5GRIT Privacy Policy

---

## 4. Information we process with your consent

4.1. Through certain actions when otherwise there is no contractual relationship between us, such as when you browse our website or ask us to provide you more information about our business, including our products and services, you provide your consent to us to process information that may be personal information.

4.2. Wherever possible, we aim to obtain your explicit consent to process this information.

4.3. Sometimes you might give your consent implicitly, such as when you send us a message by e-mail to which you would reasonably expect us to reply.

4.4. Except where you have consented to our use of your information for a specific purpose, we do not use your information in any way that would identify you personally. We may aggregate it in a general way and use it to provide class information, for example to monitor the performance of a particular page on our website.

4.5. If you have given us explicit permission to do so, we may from time to time pass your name and contact information to project partners whom we consider may provide services or products you would find useful.

4.6. We continue to process your information on this basis until you withdraw your consent or it can be reasonably assumed that your consent no longer exists.

4.7. You may withdraw your consent at any time by instructing us by email to [info@cybermoor.org.uk](mailto:info@cybermoor.org.uk).

## 5. Information we process because we have a legal obligation

5.1. We are subject to the law like everyone else. Sometimes, we must process your information in order to comply with a statutory obligation.

5.2. For example, we may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order.

5.3. This may include your personal information.

## 6. Information provided on the understanding that it will be shared with a third party

6.1. Our website allows you to post information with a view to that information being read, copied, downloaded, or used by other people. Examples include:

6.1.1. posting a message to our forum



## 5GRIT Privacy Policy

---

6.1.2. tagging an image

6.1.3. clicking on an icon next to another visitor's message to convey your agreement, disagreement or thanks

6.1.4. requesting a service from us where we use third party agencies to provide specialist advice or support

6.2. In posting personal information, it is up to you to satisfy yourself about the privacy level of every person who might use it.

6.3. We do not specifically use this information except to allow it to be displayed or shared.

6.4. We do store it, and we reserve a right to use it in the future in any way we decide.

6.5. Once your information enters the public domain, we have no control over what any individual third party may do with it. We accept no responsibility for their actions at any time.

6.6. Provided your request is reasonable and there is no legal basis for us to retain it, then we may agree to your request to delete personal information that you have posted. You can make a request by contacting us by email to [info@cybermoor.org.uk](mailto:info@cybermoor.org.uk)

### 7. Complaints regarding content on our website

7.1. We attempt to moderate user generated content, but we are not always able to do so as soon as that content is published.

7.2. If you complain about any of the content on our website, we shall investigate your complaint.

7.3. If we feel it is justified or if we believe the law requires us to do so, we shall remove the content while we investigate.

7.4. Free speech is a fundamental right, so we have to make a judgment as to whose right will be obstructed: yours; or that of the person who posted the content that offends you.

7.5. If we think your complaint is vexatious or without any basis, we shall not correspond with you about it.

### 8. Complaining

8.1. When we receive a complaint, we record all the information you have given to us.

8.2. We use that information to resolve your complaint.

8.3. If your complaint reasonably requires us to contact some other person, we may decide to give to that other person some of the information contained in your complaint. We do this as infrequently as possible, but it is a matter for our sole discretion as to whether we do give information, and if we do, what that information is.



# 5GRIT Privacy Policy

---

8.4. We may also compile statistics showing information obtained from this source to assess the level of service we provide, but not in a way that could identify you or any other person.

## 10. Sending a message to us

10.1. When you contact us, whether by telephone, through our website or by e-mail, we may collect the data you have given to us in order to reply with the information you need.

10.2. We record your request and our reply in order to increase the efficiency and quality of our service to you. We keep personally identifiable information associated with your message, such as your name and email address so as to be able to track our communications with you to provide a high quality service.

## 11. Access to your own information

11.1. Access to your personal information

11.1.1. You may obtain a copy of any information we hold about you by sending us a request by email to [info@cybermoor.org.uk](mailto:info@cybermoor.org.uk)

11.1.2. After receiving the request, we will tell you when we expect to provide you with the information.

11.2. Removal of your information

11.2.1. If you wish us to remove personally identifiable information from our systems, you can do this by sending an email to [info@cybermoor.org.uk](mailto:info@cybermoor.org.uk)

11.2.2. This may limit the service we can provide to you.

11.3. Verification of your information

11.3.1. When we receive any request to access, edit or delete personal identifiable information we shall first take reasonable steps to verify your identity before granting you access or otherwise taking any action. This is important to safeguard your information.

## 13. How you can complain

13.1. If you are not happy with our privacy policy or if have any complaint regarding it, you should tell us by email to [info@cybermoor.org.uk](mailto:info@cybermoor.org.uk)

13.2. If a dispute is not settled, then we hope you will agree to attempt to resolve it by engaging in good faith with us in a process of mediation or arbitration.

13.3. If you are in any way dissatisfied about how we process your personal information, you have a right to lodge a complaint with the Information Commissioner's Office. This can be done at [ico.org.uk/concerns](https://ico.org.uk/concerns)



## 5GRIT Privacy Policy

---

### 14. Retention period for personal data

14.1. Except as otherwise mentioned in this privacy notice, we keep your personal information only for as long as required by us:

14.1.1. to provide you with the services you have requested. This includes a record of your transactions with us in order to provide the best possible service should you contact us in the future;

14.1.2. to comply with other law, including for the period demanded by our tax authorities;

14.1.3. to comply with our funding agreements which usually expect us to keep records for up to seven years;

14.1.4. to support a claim or defence in court.

### 15. Review of this privacy policy

15.1. We may update this privacy notice from time to time as necessary and the terms that apply to you are those posted on our website on the day. We advise you to print a copy for your records.

15.2. If you have any question regarding our privacy policy, please contact us by email to [info@cybermoor.org.uk](mailto:info@cybermoor.org.uk)