



## Privacy statement

### Introduction

This privacy statement summarises the key points about how ART SHARE (Social Help Association for Reinvesting in Enterprise) Limited (“ART”, “we” or “us”) collects, stores and processes your personal data, your rights and how to contact us if you have any further questions.

### Data controller

ART SHARE (Social Help Association for Reinvesting in Enterprise) Limited (a co-operative and community benefit society registered in England with number 28537R) is registered by the Information Commissioner’s Office as a data controller under registration number Z493828X.

### What information do we collect about you?

Only information necessary for the ongoing operation and future development of the business will be collected and held.

This includes:

- **Borrowers:** information you give us when you apply for a loan which may include information required because of contractual requirements specified by our funding partners.
- **Shareholders:** Information you provide when you subscribe for shares in us
- **Employees and directors:** Personal information so that ART can discharge its employment and FCA registration obligations.

### How will we use the information about you?

Depending on the nature of the consent to hold information, ART will use it for one or more of the following purposes

- provide our loan services to you
- administer your shareholding
- provide data to funders as specified in contracts
- prevention and detection of fraud
- registration and accreditation (including FCA)
- employee matters including payroll

This means that the legal basis for us processing your personal information described above will typically be the following:

- Because it is necessary to fulfil a contract that we have in place with you;
- the processing is necessary for compliance with our legal obligations;
- For our legitimate business interests.

### **Who we share your personal information with**

We will only share personal data with third parties where we are legally permitted to do so. We do not provide information to third parties for their own marketing purposes and we do not undertake mailings for third parties. Where we transfer personal data to third parties we will put in place appropriate contractual arrangements and seek to ensure that there are appropriate technical and organisational measures in place to protect personal data.

We may provide personal data to

- Third parties who provide IT services to support our business such as server maintenance, security and information back up, and cloud based software providers
- Payment service providers who provide services for sending and receiving payments
- Professional advisors who need it to provide advice to us
- Our funding partners such as the Department for Business, Energy and Industrial Strategy (BEIS) for research purposes as required by our funding contracts
- Compliance and regulatory bodies such as the financial Conduct Authority, the police, the courts and any other central or local government bodies where they request it and we may lawfully disclose it, for example for the prevention and detection of crime;
- Other people who make a subject access request to us, where we allowed to do so by law

We also share the information we process where we are legally obliged to do so, for example to comply with a court order

### **How we store your personal information and how long we store it for**

We only store your personal information in the UK and our suppliers do not send personal information outside the EEA.

ART will only retain your personal information for as long there is a lawful basis. Once that period has expired, we will make every effort to discard information no longer needed.

If you withdraw your consent and there is no lawful basis for us to retain it, then we will stop processing that personal information and delete or destroy it.

If we have anonymised your personal information or aggregated it in a way that you can no longer be identified from it, then we will continue to keep and use this anonymised information.

### **How we use cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added, and the cookie helps analyse web traffic or lets you know when you visit a site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website to tailor it to client needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

### **Links to other websites**

Our website may contain links to other websites of interest. Once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information you provide whilst visiting such sites and they are not governed by this privacy statement. You should read the privacy statement for each website you visit.

### **Your rights**

You have certain rights in relation to your personal information. These include:

- The right to request access to your personal information (“a subject access request”)
- To update your personal data held on our records
- To erase or restrict your personal information where it is no longer needed for the purpose it was obtained
- Where we rely on your consent to process your personal information, the right to withdraw consent to the processing of your personal information

You will not have to pay a fee to access your personal data or to exercise any of the other rights.

If you wish to exercise any of these rights please write to us using the contact details set out in the “contacting us” section below with the subject line “personal information request”. In your request please supply the following details:

First name and surname

Name of business and ART loan reference

Address and postcode

Details of the right you wish to exercise, the information you seek or the amendments you wish us to make to our records

Proof of identity – a document which contains a signature, such as a passport.

This information will enable us to quickly identify and deal with your request.

### **Changes to our Privacy Statement**

We regularly review our Privacy Statement and will publish any updates on this webpage.

### **Contacting us**

If you have any questions or feedback about this privacy statement or would like to exercise your rights concerning your personal data, please get in touch with our Data Protection Officer:

Email: [art@artbusinessloans.co.uk](mailto:art@artbusinessloans.co.uk)

Call: 0121 359 2444

Write to us at: ART Business Loans, Faraday Wharf, Innovation Birmingham Campus,  
Birmingham, B7 4BB.

We will do our very best to answer any questions and resolve any complaint to your satisfaction. If however you feel we do not meet your expectation you have the right to complain to the UK Data Protection Supervisory Authority, The Information Commissioner's Office (ICO), Telephone: 0303 123 1113