

NORTH COTSWOLDS BUSINESS GROUP CIC

Privacy Notice

Proposed final for publication following NCBG approval | September 2026

This notice explains how North Cotswolds Business Group CIC (NCBG) uses personal information in connection with membership, surveys, events, awards, website enquiries and general communications.

1. Who we are

North Cotswolds Business Group CIC (NCBG) is a community interest company that supports and represents businesses across the North Cotswolds.

Company number: 13370267

Email: info@northcotswoldsbusinessgroup.co.uk

Website: www.northcotswoldsbusinessgroup.co.uk

Registered office / postal address: 5 John Woolfe Court, Northwick Park, Blockley, Moreton-in-Marsh, Gloucestershire, GL56 9RS

For data-protection purposes, NCBG is the controller of the personal data described in this notice unless we explain otherwise.

2. What information we may collect

- Your name and business name.
- Business contact details, including email address, telephone number and postal address.
- Membership details and communication preferences.
- Information you provide in surveys, forms, enquiries, event registrations or awards activity.
- Payment and transaction information where relevant.
- Records of correspondence with us.
- Website or communications information, including cookies or analytics where these are used.

3. How and why we use your information

Purpose	Typical information	Likely lawful basis
Administer membership and member services	Contact, membership and payment details	Contract and/or legitimate interests
Respond to enquiries and requests	Contact details and correspondence	Legitimate interests; steps requested by you before a contract where relevant
Run events, awards and networking activity	Contact, registration and participation details	Contract and/or legitimate interests
Conduct business surveys and analyse local business issues	Business profile, survey answers and contact details where supplied	Legitimate interests, subject to a balancing assessment
Represent local business	Aggregated or anonymised	Legitimate interests

interests and report survey findings	findings; identifiable information only where appropriate and lawful	
Send relevant NCBG news, membership, event or promotional communications	Contact details and preferences	Consent and/or legitimate interests, subject to UK GDPR and PECR
Process payments and maintain financial records	Payment, transaction and contact details	Contract, legal obligation and legitimate interests
Operate and improve our website and services	Website usage, cookies/analytics where used	Consent where required; legitimate interests where appropriate
Meet legal or regulatory duties and protect our rights	Relevant records and correspondence	Legal obligation and/or legitimate interests

The exact lawful basis depends on the activity. NCBG will not use consent as a blanket basis where another lawful basis is more appropriate.

4. Where we get personal data from

- Directly from you, for example when you join, complete a survey, attend an event, make an enquiry or correspond with us.
- From another organisation or business contact where there is a lawful basis for doing so.
- From publicly available business sources where appropriate.
- From legacy Campden Business Forum or North Cotswolds Awards contact records where NCBG has lawfully taken over or continues a relevant business relationship or communication activity.

Where we obtain personal data from another source, we will provide privacy information within the period required by law and, where relevant, at or before our first communication with you.

5. Who we may share information with

We may share personal information with service providers that support NCBG, professional advisers where reasonably necessary, and public authorities or regulators where required by law.

Current providers or support organisations may include Wix (website and analytics), Google/Gmail and Google Forms (email and surveys/forms), GoCardless (membership payments), Stripe (legacy/awards payments where used), Shire Marketing (website support), and Mailchimp if NCBG decides to reactivate it. These providers may act as processors or independent controllers depending on the service.

Councillors, public bodies or stakeholders may receive information in connection with representation work, normally in aggregated or anonymised form unless there is an appropriate lawful reason to share identifiable information.

We do not sell personal data.

6. International transfers

Some of our service providers may process personal information, use sub-processors or make information accessible from countries outside the UK. Where the UK GDPR rules on restricted transfers apply, we use providers and transfer arrangements that rely on an appropriate mechanism, such as UK adequacy regulations or appropriate safeguards. You can contact us if you would like more information about the safeguards relevant to a particular service.

7. How long we keep information

We keep personal data only for as long as reasonably necessary for the purpose for which it was collected, including to meet legal, accounting, operational or reporting requirements. Our normal starting points are:

Record type	Normal retention approach
Membership and routine relationship records	While the relationship is active and normally for up to 3 years afterwards where still needed for legitimate administration or relationship history.
Identifiable survey responses	Normally up to 3 years after the survey closes, after which information that is no longer needed will be deleted or anonymised. Aggregated/anonymised findings may be retained for longer.
Event and awards contact/participation records	Normally up to 3 years after the relevant event or activity, unless there is a documented reason to keep them longer.
Financial and payment records	For the period required by applicable legal, tax, accounting or audit requirements.
Marketing preferences and opt-outs	For as long as needed to manage communications and ensure that an opt-out or objection continues to be respected.

If there is a legal claim, dispute, regulatory matter or another documented reason, relevant records may be kept for longer. When identifiable information is no longer needed, we delete or anonymise it.

8. Marketing and communications

We may send information about NCBG membership, events, activities and other relevant business matters where permitted by law. Electronic marketing is subject to both data-protection law and PECR, and the rules can differ according to the type of recipient.

Where consent is required or chosen as the lawful basis, we will obtain a clear opt-in. You can object to or opt out of direct marketing at any time by using an unsubscribe method provided or by contacting us. We may retain a limited suppression record so that your choice continues to be respected.

9. Your rights

- Ask for access to your personal data.
- Ask us to correct inaccurate or incomplete personal data.
- Ask us to erase personal data in certain circumstances.
- Ask us to restrict processing in certain circumstances.
- Object to processing based on legitimate interests and object to direct marketing.
- Receive certain personal data in a portable format where the right applies.
- Withdraw consent at any time where we rely on consent.

These rights are not absolute in every situation. We may need to retain or continue using information where the law permits or requires us to do so. To exercise a right, please contact info@northcotswoldsbusinessgroup.co.uk.

10. Complaints

Please contact NCBG first if you have concerns about how we use your personal information. You also have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection.

ICO website: www.ico.org.uk

11. Cookies and website technologies

Our website is built on Wix and uses cookies and Wix Analytics. We use website cookie controls to provide information about cookies and to seek consent for non-essential cookies or analytics where required. The website configuration may change over time; the current cookie choices and information shown on the website should be treated as the live position.

12. Changes to this notice

We may update this notice when our activities, systems or legal obligations change. The latest version will be published on the NCBG website. We will bring material new uses of personal information to people's attention where required.

Effective date: 1 September 2026

North Cotswolds Business Group CIC | Company no. 13370267