

## **Privacy Policy for CBN**

### **Our Contact Details**

Community Broadband Network (CBN)  
Holyoake House, Hanover Street, Manchester M60 0AS  
info@broadband.coop

### **The Type of Personal Information We Collect**

We collect and process the following types of information:

- Personal identifiers, contacts, and characteristics (e.g., name, contact details, date of birth, and gender)
- Analytical data (like IP address, web browser type/version, and operating system)
- Email content (when using our email server)

### **How We Obtain and Use Your Personal Information**

The personal information we process is mainly acquired directly from you:

- When you interact with us through our website, phone, post, email, or other means
- Upon registering or setting up an account to access our products/services
- If you opt to receive marketing communications from us
- During the use of our services, especially our email server

We use the gathered data to:

- Furnish you (and your employees or agents, as you may request) with email accounts
- Enhance our services and ensure smooth operation

While we technically could access emails stored on our server, we commit not to view, use, or share this data with anyone. We respect your privacy and confidentiality.

We may share the other data (excluding email content) with our employees, agents, or professional advisors when necessary for business operations.

### **Legal Bases for Processing Your Information**

Per the UK General Data Protection Regulation (UK GDPR), we process your data based on: Contractual obligations between you and us

### **How We Secure Your Data**

Your data is stored safely. We implement both technical and organisational safeguards:

- Your account access is safeguarded by a unique username and password combination
- Data is housed on secure servers
- Measures are in place to address any potential data breaches

If you suspect any misuse, loss, or unauthorized data access, please inform us immediately at this email: s.fensom@broadband.coop.

For extensive online safety advice, visit [www.getsafeonline.org](http://www.getsafeonline.org), backed by HM Government and leading businesses.

We retain your personal data for as long as you utilize our service, adhering to GDPR guidelines and as mandated by law. Subsequently, we erase your data from our servers and CRM systems.

### **Your Data Protection Rights**

Under data protection legislation, you possess rights such as:

- Access – Request copies of your data
- Rectification – Amend any incorrect or incomplete data
- Erasure – Ask for data deletion under specific circumstances
- Restriction of Processing – Limit data processing in particular situations
- Objection to Processing – Contest data processing in certain cases
- Data Portability – Request data transfer to another entity or to you under specific circumstances

There's no fee for exercising your rights. We aim to respond as soon as possible to any requests; depending on the nature and complexity of your request we may need up to one month to respond. For requests, reach out to [address].

### **Lodging a Complaint**

Should you have concerns about our data practices, you can file a complaint with us at [s.fensom@broadband.coop](mailto:s.fensom@broadband.coop).

Alternatively, if dissatisfied with our actions, you can file a complaint with the ICO at:  
Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire SK9 5AF

Helpline: 0303 123 1113

Website: <https://www.ico.org.uk>