



Privacy Notice for HEFESTIS Ltd Members, Service users & other Stakeholders

This privacy notice provides you with information about us and explains how and why we collect and use your personal information.

Who are we?

HEFESTIS Limited, a not-for-profit Shared Service organisation jointly owned by its member institutions, is the controller for personal data (information) processed via this website and to deliver all services. HEFESTIS Ltd - Unit 27, Stirling Business Centre, Wellgreen, Stirling, FK8 2DZ
Contact us at: info@hefestis.ac.uk

How do we collect your personal information?

We collect your personal information, for example when you:

- contact us via telephone, email or by post
- access our shared services including downloading our resources
- register your interest in meetings, training or events
- agree to take part in collaborative working groups

We may also receive your personal information from third parties, for example, employers (the organisation you work for), sectoral professional groups, national strategic bodies and government organisations operating across the sector, or other organisations. If you would like more details about the source of your personal information, please contact our Data Protection Officer (contact details provided at the end of this notice).

What types of personal information do we collect?

The details of the personal information we may collect, along with the purposes (reasons) and lawful basis for processing, are shown in Table 1. We do not collect any special category data, as defined under data protection law, such as health data, political and religious beliefs. Our products and services are not aimed at children.

Our Lawful Basis for processing your personal information

HEFESTIS Ltd will process data to fulfil its wide-ranging obligations for delivery of its core purpose for all member institutions and services. See Table 1 for further detail.

Who do we share your information with?

We may share your personal information with the following types of organisations:

- Our employees and/or professional advisors for work related purposes
- HEFESTIS Ltd member institutions for work related purposes
- With third-party providers under contract (acting as processors under our instruction), including ICT services and APUC Ltd who provide our HR and Finance services
- The Information Commissioner's Office
- Law enforcement agencies, such as The Police, HMRC or Courts and Tribunals.

How we look after your personal information

We will take all reasonable steps to prevent the loss, misuse or alteration of information you give us. Your personal information will be stored securely and will only be accessed by authorised staff, agents, contractors and other organisations who have a business need to know. They will only process your personal information on our instructions, and they are subject to a duty of confidentiality and must comply with data protection law.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

How long do we keep it for?

We will keep your personal information for as long as necessary to fulfil the purposes for which we collected it, including to satisfy any legal, accounting or reporting requirements.

We will retain your personal information for the time that you remain a member of HEFESTIS Ltd or until you notify us that you or one of your staff members has left the organisation. We routinely update our email subscriber lists to ensure those who are not engaged are removed.

HEFESTIS accounting information will be kept for seven years for legal tax purposes

Data transfers

Your information will not be shared outside of the UK or EEA.

Automated decision making and profiling

We do not use any automated decision making about you.

Your individual rights

UK GDPR gives you rights over personal data that relates to you. These include:

- The right to be informed (this is the Privacy Notice)
- The right to access your personal data
- The right to rectification if the personal data we hold about you is incorrect
- The right to restrict processing of your personal data

In addition, the following rights apply only in certain circumstances:

- The right to withdraw consent at any time (if consent is our lawful basis for processing your data)
- The right to object to our processing of your personal data
- The right to request erasure (deletion) of your personal data
- The right to data portability
- The right not to be subject to automated decision-making including profiling

Further details about your privacy rights can be found on the Information Commissioner's Office website [here](#).

To exercise any of these rights, please contact our Data Protection Officer. You may need to prove your identity before getting access to data that relates to you or exercising other rights. This may be by providing a proof of ID or by providing contextual information that proves that you are who you say you are.

Contact us

If you have any questions about this Privacy Notice or concerns about how we have handled your personal information, please contact our Data Protection Officer in the first instance:
lpowell@hefestis.ac.uk

Contact the ICO

If you are dissatisfied with our response you have the right to lodge a complaint with the Information Commissioner's Office via their website <https://ico.org.uk/make-a-complaint> or by phone on 0303-123-1113. You can also write to them: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

Table 1: Personal Information, Purpose and Lawful Basis for Processing

Purpose for using your personal information	Lawful basis for processing, and legitimate interest (where applicable)	What personal information we collect
Communication <ul style="list-style-type: none">• To deal with enquiries from you about our services or events• To communicate with you and to facilitate communication between you and other people• To contact you at your business email address about our events,	<ul style="list-style-type: none">• Contract• Legitimate interests including:<ul style="list-style-type: none">- Business administration,- Compliance with our policies and procedures• Consent:<ul style="list-style-type: none">- Distribution of our Newsletters – Data Protection, CISO, Unidesk (selected by	<ul style="list-style-type: none">• Name, address, telephone and e-mail addresses.• Work address/location

<p>reports, topical articles and services (Newsletter / Mailing List?)</p> <ul style="list-style-type: none"> • To maintain records of prospective, current and past clients and our suppliers 	<p>you). You can withdraw your consent at any time</p>	
<p>Organisational planning& development</p> <ul style="list-style-type: none"> • To conduct business operations including delivering our shared services and managing our contracts • To book and deliver training courses and events • To provide membership benefits • To ask you for feedback or testimonials about your experience of working with us, so we can improve services and events 	<ul style="list-style-type: none"> • Contract • Legitimate interests including: <ul style="list-style-type: none"> - Business administration - Compliance with our policies and procedures - Administration of courses and events 	<ul style="list-style-type: none"> • Contact details, including name, address, telephone and e-mail addresses • Work address/location
<ul style="list-style-type: none"> • To verify the identity of individuals accessing our premises • To ensure a safe and secure work environment 	<ul style="list-style-type: none"> • Legal obligation -to ensure a safe and secure work environment 	<ul style="list-style-type: none"> • Name • Work location • Job role • Photograph/Image of you
<ul style="list-style-type: none"> • To allow you to access premises and our systems • To provide systems administration, support, development, management and maintenance 	<ul style="list-style-type: none"> • Contract • Legitimate interests including: <ul style="list-style-type: none"> - Business administration. - Compliance with our policies and procedures 	<ul style="list-style-type: none"> • Computer or facilities access and authentication information. • Identification codes, passwords, answers to security questions.

Last updated April 2025