

Privacy Policy

Harborough Innovation Centre

Harborough Innovation Centre, managed by Harborough District Council, takes your privacy very seriously. This notice explains how we collect, use, and protect your personal data when we act as a controller, in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 (DPA 2018). This Privacy Policy applies to visitors and users of our website and our services at the Harborough Innovation Centre.

Who we are

Harborough Innovation Centre is operated by **Harborough District Council**, a Local Authority with the meaning of the law in England and Wales.

Harborough District Council
The Symington Building
Adam & Eve Street
Market Harborough
Leicestershire,
LE16 7AG

For questions about this policy, please contact our Data Protection Officer:

Email: FOI@harborough.gov.uk

Consent

By using the Harborough Innovation Centre website or engaging with our services, you consent to the practices outlined in this Privacy Policy. Individual data processing activities carried out by the Innovation Centre may require individual express consent at the time of transacting. You will be informed of this where it is required.

What is personal data?

Personal data refers to information that relates to an identified or identifiable individual. This may include your name, address, email, telephone number, IP address, or other data which can be used to identify you.

Information we collect

We may collect and process the following types of personal data:

- Your name and contact details
- Company or employment information
- Communication records and correspondence
- Payment and billing details (when you rent space or use paid services)
- Information provided via web forms, surveys, or registrations
- Log data (IP address, browser type, etc.)
- Cookies and web usage data

How we use your information

We only process personal data where we have a lawful basis to do so, including:

Performance of a contract:

- To manage your membership, workspace rental, or use of our facilities
- For billing, invoicing, and customer support

Legitimate interests: Where not allied to Local Authority Public Duties:

- To improve our services and website
- To manage our internal operations and business relationships
- For analytical, statistical and administrative purposes

Consent:

- To send you marketing emails, updates, or event invites (only if you opt in)

Legal obligations:

- To comply with legal and regulatory requirements
- For fraud prevention and safeguarding

Data retention

We retain personal data only for as long as necessary for the purposes outlined in this notice or as required by law. Details of retention periods are available on request.

Data sharing

We may share your data with:

- Our group companies for service delivery and administration
- Third-party service providers under contract
- Government authorities if legally required
- We do **not** sell your personal data

All third-party access is governed by contractual safeguards in accordance with UK data protection law.

Cookies and log files

Our website uses cookies to enhance your browsing experience and understand user behaviour. We also collect log files for analytical and security purposes. For more information, please refer to our Cookie Policy.

You can manage cookie preferences via your browser settings.

Your rights

You have the following rights under UK GDPR:

- **Right to access** – obtain a copy of your data
- **Right to rectification** – correct inaccurate or incomplete data
- **Right to erasure** – request deletion of your data
- **Right to restrict processing** – limit how your data is used
- **Right to data portability** – request data transfer in a machine-readable format
- **Right to object** – to direct marketing or certain processing activities
- **Right not to be subject to automated decision-making**

To exercise your rights, contact: FOI@harborough.gov.uk NB: the exercise of these rights will be subject to identification verification processes where deemed necessary.

Children's information

Harborough Innovation Centre does not knowingly collect personal information from children under the age of 13.

Making a complaint

If you are unhappy with how we handle your data, you can contact the UK Information Commissioner's Office:

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Tel: 0303 123 1113

Email: casework@ico.org.uk

Website: www.ico.org.uk

Changes to this Privacy Policy

We may update this policy from time to time. Updates will be posted on our website and will take effect upon publication. We recommend you check this page regularly.

Contact us

For privacy-related enquiries, contact:

Harborough Innovation Centre

Email: hic@harborough.gov.uk

Address: Harborough Innovation Centre, Airfield Business Park, Leicester Road, Market Harborough, LE16 7WB

Further Information:

You may also find further details about your information rights from the Council's website at: [Harborough District Council Privacy Notice | Privacy | Harborough District Council](#)