

The Service Provider Register (the Register)

1. The Register's owner and operator

The Register is owned by One North East (the Owner), the Regional Development Agency for the North East of England, established and constituted in accordance with the Regional Development Agencies Act 1998. The Owner's principal office is at Stella House, Goldcrest Way, Newburn Riverside, Newcastle upon Tyne, NE15 8NY. One North East is entered in the Information Commissioner's register of data controllers under entry number Z8473392.

Business and Enterprise North East (BENE) (the Operator) operates the Register on behalf of the Owner. The Operator is a company registered in England and Wales under company number 05883621. Its registered office is at Spectrum 6, Spectrum Business Park, Seaham, SR7 7TT. Business and Enterprise North East (BENE) is entered in the Information Commissioner's register of data controllers under entry number Z9825047 although it operates the Register as the Owner's "data processor".

This privacy policy describes how One North East will use personal information that you provide to the Operator when you apply to be listed on the Register as a service provider, or in the course of or in connection with your registration.

References to "the Owner" or "the Operator" in this policy include a reference to any successor organisation to either of them.

References to "we" in this policy mean to the Owner and the Operator on behalf of the Owner. References to "you" mean to you and your organisation as a potential or actual service provider on the Register.

2. Purposes

We will use the information you supply (including personal information) to carry out research, report to central Government, identify gaps in products and services available to customers, develop existing services, conduct market research and for marketing purposes.

"Marketing purposes" will include letting you know about new services, initiatives or events that may be of interest, as well as targeting offers, promotions, services and other events available to other businesses and notifying service providers of changes to the Register. We will only do this if you agree we may do so by ticking the opt-in box on your personal SPR homepage.

3. Disclosures

3.1. Related parties to the Owner

We may permit third parties to use the Register: for example, regional development agencies in other English regions and other partner organisations to the Owner.

3.2. Broker organisations

We will also permit third party broker organisations delivering the Information, Diagnostic and Brokerage (IDB) service to use the Register to identify sources of expertise that can deliver the business support needs that brokers have identified with their customers.

In addition BENE and the above third party organisations may use the information for following up on brokerage activity and projects for evaluation purposes (including by phone, email, post or fax) and for helping to resolve any issues or disputes between the parties involved.

We and the brokerage organisations will also use anonymised information from the Register in performance management of the IDB service.

3.3. Wider business support network

We will provide the wider business support network, both regionally and nationally, with anonymised information from the Register. They will use this anonymised information, along with other customer information, as a way of understanding customers and the business support products and services that they buy.

3.4. Security of access

The information held in the Register will be made available to registered service providers and other users as specified above through password protected web access.

4. **Further information**

Your personal information is protected by the Data Protection Act 1998. Further Information may be found on the Information Commissioner's website at www.ico.gov.uk.

You have the right to see the information that we have about you and to get mistakes corrected. To exercise your rights, please write to Business and Enterprise Group, Spectrum 6, Spectrum Business Park, Seaham, SR7 7TT, telephone 0191 426 6440 or email enquiries@provider-register.co.uk

Should you ask to see a copy of the information held about you, there is a statutory fee for this which is currently £10.

Please sign below to indicate your acceptance of the terms of this notice.

Name Position

(Please Print)

Signature Date