



**CAMBRIDGESHIRE
& PETERBOROUGH
COMBINED AUTHORITY**

Privacy Policy

January 2026

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1. Introduction

Cambridgeshire and Peterborough Combined Authority is a controller for the purposes of the Data Protection Act 2018. We collect, process and store a wide range of information, including personal information to deliver our services efficiently.

We are responsible for managing the information that we hold and we recognise that this information is important to you. We take our responsibilities seriously and use personal information fairly, correctly and safely in line with the UK's data protection laws.

Anyone who receives information from us is also under a legal obligation to do the same and will have a set of data protection clauses included in any contract with us.

Where we need to share sensitive or confidential information, we will do so only where there is a lawful basis and, where required, an additional condition under data protection law.

2. What information we collect

The personal information we collect about you depends on the service you receive and how you interact with us. We only collect information that is necessary to deliver our services and meet our legal obligations.

We may collect the following types of personal information:

- **Contact details** – such as your name, address, email address, telephone number, and preferred method of contact.
- **Service information** – details you provide when applying for or using our services, making enquiries, giving feedback, or taking part in consultations.
- **Financial information** – including bank and payment details needed to process grants, payments, or reimbursements.
- **Equality monitoring information** – such as age, gender, ethnicity, disability, sexual orientation, or first language, where required. This is used for statistical and legal monitoring purposes and does not affect access to services.
- **Communications** – records of emails, letters, telephone calls, or other contact with us, including call recordings where permitted by law.
- **Technical information** – limited information about how you use our website or online services, where applicable.

In some cases, we may also receive information about you from other public bodies or partner organisations where this is lawful and necessary to provide our services.

3. Why we need to collect information about you.

We collect and process various categories of personal information at the start of, and for the duration of your relationship with us. We will limit the collection and processing of information to what is necessary to achieve one or more lawful purposes as identified in this notice.

We will use your personal information for a limited number of purposes and always in line with our responsibilities, and where reasonable your wishes, where there is a legal basis to use your personal information and in relation to your rights.

We process personal information:

- For the purpose for which you provided the information, for example services we have provided in relation to transport, housing, business support, skills, environment and net zero hub.
- To enable us to communicate with you and for the provision of services to you.
- To monitor our performance in providing services to you, to gather statistical information to allow us to plan future provision of services to and to obtain your opinion about our services.
- To meet various legal requirements.
- For the prevention and/or detection of crime.
- To process financial transactions including grants and payments directly involving us or where we are acting on behalf of other government bodies.
- For general processing where you have given your consent for us to do so.
- Where it is permitted under the Data Protection Act, for example, to comply with legal obligations, or for us to seek legal advice or undertake legal proceedings.

We may not be able to provide you with a service if we do not have enough information and, in some instances, your consent to use that information.

We aim to keep your information accurate and up to date. You can help us to do this by letting us know if any of the information you have given us, such as your address changes. Our contact details can be found later in this document.

We process your personal information only where we have a lawful basis to do so under the UK General Data Protection Regulation and the Data Protection Act 2018.

For each purpose, we rely on **one clear lawful basis**. We do not mix lawful bases for the same processing activity. The lawful basis we rely on depends on the service we provide and the reason for processing your information.

Further details of the lawful bases we rely are set out in Schedule A.

4. How we use your information

When deciding what personal information to collect, use and hold, we are committed to making sure that we:

- Only collect, hold and use personal information where it is necessary and fair to do so.
- Keep your personal information secure and safe.
- Securely dispose of any personal information when it is no longer needed.
- Be open with you about how we use your information and who we share it with.
- Adopt and maintain high standards in handling any personal information.

We may disclose personal information to a third party, but only where it is required by law, where that third party needs that information to provide you with a service on our behalf or where it is otherwise allowed under the Data Protection Act. We will strive to make sure that the third party has sufficiently robust systems and procedures in place to protect your personal information.

5. Ways in which we collect your information:

Face to Face

We may keep a record of your visit to us to assist us in the delivery and improvement of the services that we provide to you and to others. Any such records that include personal information will be kept securely.

Telephone calls

Ordinarily we will inform you if we record or monitor any telephone calls you make to us. We may do this to increase your security; so that we have a record of a call taking place and/or for training and quality purposes.

Emails

If you email us, we may keep your email as a record that you have made contact. This includes your email address. We will not include any personal or otherwise confidential information in any email we send to you unless it is sent securely or you have agreed to us contacting you with this information. We would also recommend that you keep the amount of personal or confidential information you send to us via email to a minimum.

Online

Other websites – On our website you may find links to other external websites which we have provided for your information and convenience. This data protection policy applies solely to Cambridgeshire and Peterborough Combined Authority. We are not responsible for the content of those sites. When you visit other websites, we recommend that you take time to read their own privacy notices.

6. How long we will hold your information.

By providing you with a service, we create records that contain information. We manage our records to help us provide a service to you. The retention periods we will hold records are determined based on the type of record, the nature of the activity, product or service. We will not retain records for any longer than necessary, or as required by law.

When we dispose of personal information, we will do so in a secure way.

7. Who we share your information with.

We will not share your information with anyone outside of Cambridgeshire and Peterborough Combined Authority except:

- Where we have your permission.
- Where required for the service we are providing you.
- Where we are required by law and by law enforcement agencies, judicial bodies, government, tax authorities or other regulatory bodies.
- With third parties, external partners, and agencies assisting us in delivering our service to you.
- With external partners to improve, and advance, the service we provide to you.

Information will only be shared where it is necessary and permitted under the Data Protection Act. Any information shared will be proportionate and limited only to what is necessary.

Cambridgeshire and Peterborough Combined Authority will ensure that the third party, external partner, or agency have sufficient systems and procedures in place to prevent the loss or misuse of personal information. Sharing will only take place under strict contractual agreements and/or sharing agreements.

8. Transferring information overseas

If your personal information is transferred outside the UK for processing or storage purposes Cambridgeshire and Peterborough Combined Authority will ensure that safeguards are in place to protect it to the same standard we apply. We will ensure that any transfer only takes place if:

- The UK Government has determined through UK adequacy regulations, that the country or the organisation provides an adequate level of protection.
- The transfer has been authorised by the relevant data protection authority, and/or
- We have entered into a contract with the organisation with which we are sharing (on terms approved by the UK adequacy regulations and UK International Data Transfer (IDTA) or UK Standard Contractual Clause , to ensure your information is adequately protected.

9. Communications about our service

We will contact you with information relevant to the service we are providing you. By a variety of means including via email, text message, post and/or telephone.

We may monitor or record calls, emails, text messages, or other communications in accordance with applicable laws.

10. Your rights

Under the Data Protection Act, you as the Data Subject, have the following rights. Each request will be reviewed and actioned wherever possible. However, you should be aware that, due to the reasons that Cambridgeshire and Peterborough Combined Authority may be processing your information we may not be able to comply with some requests due to legal obligations. You have the right to:

Rights Description

Access – You have a right to get access to the personal information we hold about you

If you would like a copy of the personal information we hold about you please contact us at:

Email: dpo@cambridgeshirepeterborough-ca.gov.uk

Address: Data Protection Officer, Cambridgeshire and Peterborough Combined Authority, Pathfinder House (2nd floor), St Mary's Street, Huntingdon, Cambs PE29 3TN

Rectification – You have a right to rectification of inaccurate personal information and to update incomplete personal information.

If you believe that any of the information that we hold about you is inaccurate, you have a right to request that we restrict the processing of that information and to rectify the inaccurate personal information.

Please note that if you request us to restrict processing your information, we may have to suspend the services we provide to you.

Erasure – You have a right to request that we delete your personal information.

You may request that we delete your personal information if you believe that:

- we no longer need to process your information for the purposes for which it was provided;
- we have requested your permission to process your personal information and you wish to withdraw your consent; or
- we are not using your information in a lawful manner.

Please note that if you request us to restrict processing your information, we may have to suspend the services we provide to you.

Restriction – You have a right to request us to restrict the processing of your personal information.

You may request us to restrict processing your personal information if you believe that:

- any of the information that we hold about you is inaccurate;
- we no longer need to process your information for the purposes for which it was provided, but you require the information to;
- establish, exercise or defend legal claims;

- we are not using your information in a lawful manner.

Please note that if you request us to restrict processing your information, we may have to suspend the services we provide to you.

Portability – You have a right to data portability.

Where we have requested your permission to process your personal information or you have provided us with information for the purposes of entering into a contract with us, you have a right to receive the personal information you provided to us in a portable format.

Objection

You have a right to object to the processing of your personal information. You have a right to object to us processing your personal information (and to request us to restrict processing) unless we can demonstrate compelling and legitimate grounds for the processing, which may override your own interests, or where we need to process your information to investigate and protect us or others from legal claims.

Please note that if you request us to restrict processing your information, we may have to suspend the services we provide to you.

Withdraw consent - You have a right to withdraw your consent.

Where we rely on your permission to process your personal information, you have a right to withdraw your consent at any time.

We will always make it clear where we need your permission to undertake specific processing activities.

Automated decision making or profiling

We do not carry out automated decision-making or profiling that produces legal or similarly significant effects on you.

Lodge complaints - You have a right to lodge a complaint with the regulator.

If you wish to raise a complaint on how we have handled your personal information, you can contact our Data Protection Officer who will investigate the matter.

We hope that we can address any concerns you may have, but if you remain unhappy you can contact the Information Commissioner's Office (ICO). For more information, visit: ico.org.uk

11. Using personal information for marketing and updates

We may contact you with information about our services, consultations, events, and initiatives that are relevant to you.

Lawful basis

We will only send you marketing or promotional communications where:

- **you have given your explicit consent**, or
- the communication is **strictly necessary** to inform you about a service you are already receiving or have requested (this is not treated as marketing).

We do **not** rely on legitimate interests as a lawful basis for marketing communications.

What we may send you

With your consent, we may contact you to:

- provide updates about services, programmes, or funding opportunities we offer;
- invite you to take part in consultations, surveys, or engagement activities;
- share newsletters or information about new or changing services.

We will contact you using the communication methods you have agreed to, such as email or post.

Opting out

You can withdraw your consent or opt out of marketing communications at any time by:

- using the unsubscribe link in any email we send you; or
- contacting us at dpo@cambridgeshirepeterborough-ca.gov.uk

Opting out of marketing communications will **not affect** the delivery of any services you receive from us.

Sharing for marketing purposes

We will **not share your personal information with third parties for their own marketing purposes**.

Prevention and detection of fraud

Cambridgeshire and Peterborough Combined Authority is required by law to protect the public funds it administers. Therefore, we may use any of the information you provide to us for the prevention and detection of fraud, or to comply with the law.

As well as conducting our own 'data matching' exercise, we may also share your information with other public bodies. These include (but are not limited to):

- The Audit Commission
- Other Local Authorities
- Her Majesty's Revenue & Customs
- The Police
- Other bodies responsible for auditing or administration of public funds.

We may also share information with service providers or contractors and partner organisations, where the sharing of information is necessary, proportionate and lawful.

12. How to contact us

For more information about either requesting access, to stop processing of your personal information or to raise a concern please contact us at:

Email: dpo@cambridgeshirepeterborough-ca.gov.uk

Address: Data Protection Officer, Cambridgeshire and Peterborough Combined Authority, Pathfinder House (2nd floor), St Mary's Street, Huntingdon, Cambs PE29 3TN

Complaints

If you wish to raise a complaint on how we have handled your personal information, you can contact our Data Protection Officer who will investigate the matter. Contact details are provided above.

We hope that we can address any concerns you may have, but if you remain unhappy you can make a complaint via the ICO portal (link below)

[Data protection and personal information complaints tool | ICO](#)

or by writing to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

13. Equalities Information

We may use information such as your ethnic background, first language, gender, sexual orientation and age group to gather statistics about the population of the area and the take up of our services. This is to help comply with our legal obligations and to plan the provision of services in the future.

Such analysis will not identify individuals or have impact on entitlement to services and facilities.

14. Changes to the way we use information

If we change the way we use your information, and we believe you may not reasonably expect such a change, we will notify you and allow a period of time to raise any objections before the change is made. However, please note that in some cases, if you do not agree to such changes it may not be possible for us to continue to operate your account and/or provide our service to you.

15. Changes to this Privacy Policy

Our Privacy Policy is reviewed regularly.

Schedule A – Schedule of Purposes of Processing

We will only use and share your information where it is necessary for us to carry out our lawful activities. We want to ensure that you fully understand how your information may be used. Each processing activity is linked to a specific lawful basis. Where consent is relied upon, it will be made clear to you at the point your information is collected, and you may withdraw your consent at any time.

We have described the legal purposes for which your information may be used in detail below:

A. Contractual necessity

We may process your information where it is necessary to enter into a contract with you for the provision of a service or to perform our obligations under that contract. This may include processing to:

- a. Assess and process applications for products or services.
- b. Provide and administer those products and services throughout your relationship with us, including opening, setting up, updating, or closing the service or product; collecting and issuing all necessary documentation; executing your instructions; processing transactions, resolving any queries or discrepancies and administering any changes.

Calls to Cambridgeshire and Peterborough Combined Authority may be recorded and monitored for these purposes;

- a. Manage and maintain our relationship with you and for ongoing customer service. This may involve sharing your information with our partner organisations to improve the availability of our services.
- b. Communicate with you about the service or the products and services you receive from us.
- c. Undertake any processing necessary to provide, deliver, or improve the service to you.

B. Legal obligation

When we provide a product or service (and throughout your relationship with us), we are required by law to collect and process certain personal information about you.

Please note that if you do not agree to provide us with the requested information, it may not be possible for us to continue to provide products and services to you.

C. Legitimate interests of Cambridgeshire and Peterborough Combined Authority

We may process your information where it is in our legitimate interests to do so as an organisation, and without prejudicing your interests or fundamental rights and freedoms.

We may process your information in the day-to-day running of Cambridgeshire and Peterborough Combined Authority, to manage our services and financial affairs and to protect our customers, employees and property. It is in our interests to ensure that our processes and systems operate effectively and that we can continue operating. This may include processing your information to:

- a. monitor, maintain and improve internal processes, information and data, technology and communications solutions and services;
- b. ensure business continuity and disaster recovery and responding to information technology and business incidents and emergencies;
- c. ensure network and information security, including monitoring authorised users' access to our information technology for the purpose of preventing cyber-attacks, unauthorised use of our telecommunications systems and websites, prevention or detection of crime and protection of your personal data;
- d. provide assurance on our material risks and reporting to internal management and supervisory authorities on whether we are managing them effectively;
- e. perform general, financial and regulatory accounting and reporting;
- f. protect our legal rights and interests;
- g. enable a sale, reorganisation, transfer or other transaction relating to Cambridgeshire and Peterborough Combined Authority.

D. Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in Cambridgeshire and Peterborough Combined Authority;

We may process your information where:

- a. we are exercising an official authority set out in law
- b. to perform a specific task the public interest that is set out in law

E. Consent

For some work, we undertake we may only process your information with your consent. If we are processing information with consent, we will ensure you are clearly informed of this, and you have the opportunity to provide clear unambiguous consent.

Version History

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