

Privacy Notice - NOC Customer and Supplier

Purpose

This privacy notice covers the personal data that you supply to **The National Oceanography Centre** (NOC) relating to you acting in a capacity as a customer of, or supplier to, NOC. The organisation is committed to being transparent about how it collects, stores and processes your data and to meeting its data protection obligations.

What is the legal basis for NOC processing your personal information?

The lawful basis we rely on for processing your personal data is article 6(1)(b) of the GDPR, which relates to processing necessary to perform a contract or to take steps at your request, before entering a contract.

The NOC needs to process data in order to be able to enter into a contract with you or your employing organisation and to meet its obligations under the contract. For example, it needs to process your data to undertake due diligence activities, or to invoice or pay you in accordance with contract.

NOC will only ever ask for and process data which is required to enable the contractual relationship and does not collect sensitive personal data from customers or suppliers.

What personal information does NOC process?

NOC collects and processes a range of information about you. This includes (as applicable):

- information provided by you such as your name, address and contact details, including email address and telephone number.
- details of your bank account.
- other relevant information as applicable required by NOC in order to ensure we fulfil our obligations created by the business relationship.

The NOC collects this information in a variety of ways.

For example, data is collected through customer or supplier forms and through the completion of contractual or due diligence documentation.

Data is stored in NOC's Business Information System, paper files (contracts) and across other IT systems (including the organisation's network drives and email system).

Who has access to data?

NOC restricts access to personal data on an as-needs-basis. Your information will be shared within NOC to the extent necessary to administer the business relationship.

Your data may also be shared for the purposes of audit compliance and may be transferred to countries outside the European Economic Area (EEA) for information required within the NOC or for audit or compliance purposes, including EU funded grant activity. Data will only be transferred outside the EEA where required and where adequate safeguards such as an International Data Agreement or contract are in place.

Do we use any data processors?

For data supplied by our customers and suppliers, NOC will only use third party processors in the context of due diligence, audit activity or banking. For example, we may use an external credit checking partner and may pass your details to our bank in order to enable payments to be made. Data processors with whom we may share information:

- We use **Experian Ltd** , to complete financial credit checks. Here is a link to [Experian Ltd's privacy notice](#).
- We use **NatWest**, to pay suppliers. Here is a link to [NatWest's privacy notice](#).
- We use **Cashbacs International Limited** to complete supplier payment runs. Here is a link to [Cashbacs International Limited privacy notice](#).

How does NOC protect data?

NOC takes the security of your data seriously. The organisation has internal policies and controls in place to ensure that your data is always secure, not lost, accidentally destroyed, misused or disclosed, and is only accessed as required by its employees in the performance of their duties.

Where the organisation engages third parties to process personal data on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

How long does NOC keep data?

NOC will retain your personal information only for the time necessary according to the purpose of the holding of the data. Your data will be retained for the time you are deemed to be a registered supplier or customer of NOC. If you cease to be a customer or supplier, then the data may be retained for as long as may be necessary for NOC business purposes related to the business relationship that was in place. This may include for the purposes of relevant audit activity some years after the supplier or customer contract relationship has ended.

Your rights as a data subject

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require the organisation to change incorrect or incomplete data;
- require the organisation to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- object to the processing of your data where the organisation is relying on its legitimate interests as the legal ground for processing;
- ask the organisation to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override the organisation's legitimate grounds for processing data.

If you would like to exercise any of these rights, please contact NOC's Legal and Governance team by emailing legal_support@noc.ac.uk. If you are not happy with the response from the Legal and Governance team, you may contact the NOC Information Governance team: noc_information_governance@noc.ac.uk. In the event that NOC is unable to adequately address any concerns you may have about the way in which we use your data, you have the right to lodge a formal complaint with the data protection authority in your country or the UK main data protection regulator, the Information Commissioner's Office (ICO). Full details may be accessed on the complaints section of the Information Commissioner's Office website. Here is the link to [ICO complaints](#)

What if you do not provide personal data?

If an organisation is unwilling to provide some data NOC considers necessary for the business relationship, then NOC may choose not to enter into the business relationship with that organisation.

About this Privacy Notice

From time to time, we may need to change this privacy notice, for example, if we introduce new data into our business processes supporting supplier and customer contracts. We will inform you when a new privacy notice is published.

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