



## **Ambition North Wales – Privacy Notice**

### **How we use your information**

This privacy notice tells you what to expect when you contact Ambition North Wales and provide us with your personal information. When you contact us regarding the work we do, we will handle your personal data according to our authority to undertake the functions of the North Wales Corporate Joint Committee. We will retain your information in a secure environment and access to it will be restricted according to the 'need to know' principle.

If we collect your personal information for a specific purpose that is not listed below, we will provide you with a specific privacy notice to explain why we need that information, and how we will use it.

### **How we store your information**

All information relating to correspondence we receive are held in Ambition North Wales's secure records management systems. We will keep the files in line with the review dates in our retention and disposal schedule. Your personal information will be disposed of securely once the retention period has ended.

### **Language Preference**

We welcome receiving correspondence in Welsh. If you indicate a preference to communicate in either Welsh or English we will record that preference with your details and retain the preference until you tell us otherwise or your record is disposed of.

### **If you contact us with a general enquiry**

We will need to ask for your name and contact details (e.g. postal address, e-mail address, or telephone number) when you contact us with a general enquiry. We will deal with your enquiry in the same way regardless of how you choose to contact us.

We may need to disclose your information to a third party if their input is required to respond to your enquiry. If you do not want information identifying you to be disclosed, we will try to respect that. However, it may not be possible to handle an enquiry on an anonymous basis.

Similarly, where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide. Case files for enquiries investigated and resolved by Ambition North Wales will be retained for up to 3 years after your case has been fully resolved.

### **If you make a complaint to us**

We will need to ask for your name and contact details (e.g. postal address, e-mail address, or telephone number) if you make a complaint to us. We may need to disclose your information to a third party if their input is required to respond to your complaint or where we have a responsibility to do so for them to resolve the concerns you have raised. If you do not want information identifying you to be disclosed, we will try to respect that. However, in dealing with your complaint it may not always be possible to maintain your anonymity.

Case files for complaints investigated and resolved by Ambition North Wales will be retained for a maximum of 3 years after your case has been fully resolved.



### **Visitors to our websites**

If you visit our website you will need to provide your name and email address if you submit an enquiry via the 'Send us a message' facility. We will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide. Case files for enquiries investigated and resolved by Ambition North Wales will be retained for up to 3 years after your case has been fully resolved.

Links to other websites and services - if you follow a link to a website provided by another local authority, government department or agency, that organisation will:

- be responsible for processing any data you share with them
- publish and manage their own privacy notice with details of how to contact them

E-newsletter: we use Business News Wales to distribute our e-newsletters. For more information about how they process data, please see [Business News Wales privacy notice](#).

Consultations and online survey tools: we collect information using SurveyMonkey. The data collected via this service is hosted in the United States. SurveyMonkey has issued assurances that they meet UK GDPR standards; [GDPR compliance on SurveyMonkey](#).

### **If you are a member of a stakeholder group or working group**

As part of our work we often invite stakeholders to take part in various working groups. If you are asked to join a working group or put yourself forward, we will provide you with a description of the working group that will include:

- its purpose
- your role in the group
- how often the group will meet and over what period
- if minutes and papers of the group are published.

While you are a member of the group, we will contact you to arrange meetings, to send you papers for meetings or other information that is relevant to the purpose of the group. If we wish to use your personal data for any reason other than for the purpose of your membership of the group, then we will ask you about this first.

If you no longer wish to be a member of a working group, then you can contact the group secretariat to be removed.

We will retain any contact information for the life of the group, or your part in it, plus 3 years. Minutes and other papers that mention you by name will be retained in accordance with criteria set out in the Ambition North Wales's retention schedule and as such, will be kept for as long as any associated documents.

### **If you visit the Ambition North Wales office**

If you visit us at our offices at Welsh Government, Sarn Mynach you will need to provide your name and contact details to the officials you are meeting. When you arrive, you will be asked to sign in at reception by Welsh Government and they will keep the information according to their policy. Welsh Government offices have CCTV cameras and you may therefore be recorded as part of your visit.



These cameras are for security purposes and the video will not be used for any other purpose, they will keep CCTV footage inline with their policy.

### **If you attend an event organised by Ambition North Wales**

Ambition North Wales organise various types of events to help us in the work we do. Regardless of the purpose of the event we will need your personal data if you attend. This will include your name, contact details, the organisation you are from, dietary requirements and if the venue includes controlled access parking, then your car registration number will be required. We will use your contact details to send you information about attending the event and we may send you material from the event afterwards.

In some cases, we use a third party to manage our events, and our contracts set out strict requirements for the processing and safekeeping of personal data. Where you need to report to a reception at a venue, we will provide the venue with the names of all attendees and if relevant your car registration.

We will keep your personal information for no more than one year after any event you attend. If we wish to use your personal data for any reason other than to organise the event then we will ask you about this as part of the booking process.

If the event is being held in the Ambition North Wales office then you can find out more in the section about visiting the Ambition North Wales office.

### **If you take part in an Ambition North Wales consultation**

Any response you send us will be seen in full by Ambition North Wales staff dealing with the issues which this consultation is about or for planning future consultations. Where Ambition North Wales undertakes further analysis of consultation responses then this work may be carried out by third party contractors (e.g. a research organisation or a consultancy company). Ambition North Wales's standard terms and conditions for such contracts set out strict requirements for the processing and safekeeping of personal data.

In order to show that the consultation was carried out properly, Ambition North Wales will publish a summary of the responses to each consultation. We may also publish responses in full. Normally, the name and address (or part of the address) of the person or organisation who sent the response are published with the response. If you want to remain anonymous, indicate your preference when you send your response. We will remove your details before publishing.

If your details are published as part of the consultation response then these published reports will be retained indefinitely. Any of your data held otherwise by Ambition North Wales will be kept for no more than 3 years.

### **If you apply for a job with Ambition North Wales**

Cyngor Gwynedd provides the recruitment service for us. A full description of the recruitment process is available on their recruitment page. All information provided during the recruitment process will be retained in accordance with criteria set out by Cyngor Gwynedd.

Third parties may also sometimes provide elements of our recruitment service for us. We have contracts in place with our third-party data processors. This means that they cannot do anything



with your personal information unless we have instructed them to do it. They will not share your personal information with any organisation apart from us. They will hold it securely and retain it for the period we instruct.

### **If you make a Freedom of Information request**

We will require your name and contact details in order to meet our legal obligations under the Freedom of Information Act 2000 to provide you with a response. We will only use this personal information to deal with your request and any matters which arise as a result of it. We will keep your personal information, and all other information relating to your request, for 3 years from the date on which we responded to your request.

### **If you contact us in relation to your rights under data protection law**

If you wish to contact Ambition North Wales in relation to your rights under data protection legislation then you can contact the Ambition North Wales Data Protection Officer:

(email details and address)

We will deal with a request however you contact us.

Should you make a request under the UK General Data Protection Regulations, we will require your name and contact details in order to meet our legal obligations under the law to provide you with a response. We will only use this personal information to deal with your request and any matters which arise as a result of it. We will keep your personal information, and all other information relating to your request, for 3 years from the date on which we responded to your request.

### **Your rights**

Under data protection legislation, you have the right:

- to be informed of the personal data Ambition North Wales holds about you and to access it
- to require us to rectify inaccuracies in that data
- to (in certain circumstances) object to or restrict processing
- for (in certain circumstances) your data to be 'erased'
- to (in certain circumstances) data portability
- to lodge a complaint with the Information Commissioner's Office (ICO) who is our independent regulator for data protection

### **Contacts**

For further information about the information which Ambition North Wales holds and its use, or if you wish to exercise your rights under the UK GDPR, please see contact details below:

Email: [info@ambitionnorth.wales](mailto:info@ambitionnorth.wales)

The contact details for the Information Commissioner's Office:

Information Commissioner's Office

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

Tel: 0303 123 1113

### **Changes to this privacy notice**

Reviewing this page ensures you are always aware of what information we collect. How we use it and under what circumstances, if any, we will share it with other parties.

This privacy notice was last updated on February 2026