

Information Sharing Agreement (ISA)

This information sharing agreement is between Leicester City Council as the accountable body for Leicester Leicestershire Enterprise Partnership (LLEP) Business Gateway and North West Leicestershire District Council.

LLEP Business Gateway (growth hub)

The LLEP Business Gateway is the name of the growth hub for Leicester and Leicestershire. The LLEP Business Gateway (growth hub) brings together business support services from across the LLEP area into one place, to make it simpler and quicker for businesses to access support to grow.

The LLEP Business Gateway (growth hub) will work with all service providers (local and national) to promote the take up of business support services; direct enquires from businesses to the most appropriate delivery organisation offering support; and coordinate cross-referrals between delivery organisations. This will ensure that a business is able to access the support it needs, when it needs it, regardless of who delivers that support; putting business needs at the heart of the issue.

North West Leicestershire District Council (Service Provider)

North West Leicestershire District Council (the service provider) is the local authority in Leicestershire. Its main towns are Coalville, Ashby de la Zouch, Castle Donington and Measham. The service provider's vision statement is to make North West Leicestershire will a place where people and businesses feel they belong and are proud to call home and one of the service provider's 4 main priorities is to make the district a better place to invest, work and visit.

North West Leicestershire District Council has a dedicated Business Focus team who provides help directly to businesses and refers growing business seeking support to the LLEP Business Gateway. The Business Focus team also delivers the service provider's contribution to the North West Leicestershire Local Growth Plan.

1. Parties to the agreement:

Leicester City Council, 115 Charles Street, Leicester, LE1 1FZ on behalf of the Leicester and Leicestershire Enterprise Partnership

And North West Leicestershire District Council, Council Offices, Whitwick Road, Coalville, LE67 3FJ

2. Rational for information being shared

The information is being shared:

- a) To support and facilitate the delivery of business support services in the Leicester and Leicestershire area provided by North West Leicestershire District Council, Council
- b) To facilitate and coordinate referrals between multiple delivery organisations to ensure the business is provided with all the relevant support to meet its needs.
- c) To report effectively on the performance of the LLEP Business Gateway (growth Hub) to relevant local and national partners.

3. What information is being shared?

- a) Business details: Name and address (including post code)
- b) Contact details: named contact, telephone number and email address
- c) Detail of the enquiry for business support

Where service providers are using the LLEP Business Gateway CRM system, they will be able to view the above information online in the format shown in appendix 1a.

Service providers will be able to view restricted company information on a number of businesses within Leicester

and Leicestershire on the CRM system. Service providers will not use the CRM system to gain and extract data for any purpose other than to fulfil the enquiry that they have been assigned to.

4. Justification for sharing information

Data sharing will take place with the consent of the data subject for the following:

- a) To support and facilitate the delivery of business support services in the Leicester and Leicestershire area provided by North West Leicestershire District Council,
- b) To facilitate and coordinate referrals between multiple delivery organisations to ensure the business is provided with all the relevant support to meet its needs.
- c) To report effectively on the performance of the LLEP Business Gateway (growth hub) to relevant local and national partners.

5. Information gathered by LLEP Business Gateway (growth hub)

Information gathered by LLEP Business Gateway (growth hub) will occur at several points including: - phone calls, email, face-to-face engagement, customer feedback forms, Business Support Enquiry form and Subscribe for Updates form.

Where information is collected directly by the LLEP Business Gateway (growth hub), consent mechanisms will be put in place for the growth hub to use that information. The information will be used for the following purposes:

- a) Marketing by LLEP Business Gateway (growth hub)
- b) Sharing information with service providers exclusively to fulfil the customer's enquiry for support
- c) Sharing information with BIS for reporting and evaluation purposes

Information will also be collected on behalf of LLEP Business Gateway (growth hub) by the National Business Support Helpline. This information will be shared with LLEP Business Gateway (growth hub) in relation to the specific issue for which the business is referred by the National Business Support Helpline. In accordance with Information Sharing Agreement and Memorandum of Understanding between the National Business Support Helpline and the LLEP Business Gateway (growth hub).

5.1 Sharing by LLEP Business Gateway (growth hub) with North West Leicestershire District Council

LLEP Business Gateway (growth hub) will share relevant information with the service provider only for the purpose of contacting the customer/SME in order to provide suitable business support and satisfy the specific enquiry of the customer/SME.

Information collected by the LLEP Business Gateway (growth hub) will be stored on the LLEP Business Gateway CRM system and will be shared with North West Leicestershire District Council, 'if appropriate' via secure measures set out in section 10.

For the avoidance of doubt, information provided by LLEP Business Gateway (growth hub) in pursuit of fulfilling the needs of the customer enquiry should not be used for any other purpose unless the conditions in point 6 apply.

6. Service Provider data collection

Where LLEP Business Gateway (growth hub) has some of the information from section 3 above but not all, the service provider will be requested within its normal working procedures to collect and share the information with LLEP Business Gateway (growth hub). The service provider will seek opt-in consent for this purpose and where appropriate record this consent.

The service provider is requested to share information with LLEP Business Gateway (growth hub) by following the specific instructions of the LLEP Business Gateway (growth hub), see section 10 - Data Sharing Process.

For the avoidance of doubt, data collected by the service provider in pursuit of fulfilling the needs of the customer enquiry should not be used for any other purpose by the service provider unless the service provider gains explicit consent from the customer/SME for those purposes.

7. Service provider as processor

Where LLEP Business Gateway (growth hub) shares information with the service provider in order to fulfil the needs of the customer/SME enquiry, the service provider will be a data processor and LLEP Business Gateway (growth hub) will be the data controller. The processor will only use the data that the LLEP Business Gateway (growth hub) shares with it to satisfy needs of the customer/SME enquiry.

8. Service provider as controller

Where the service provider wishes to use data shared by LLEP Business Gateway (growth hub) for purposes other than servicing the customer enquiry, and further to the relevant consents being gained, it will be deemed the Data Controller and must comply with Data Protection requirements laid down by the DPA 1998: <http://www.legislation.gov.uk/ukpga/1998/29/contents> and the Privacy and Electronic Communications (EC Directive) Regulations 2003 (PECR) including the requirements to obtain suitable consent for marketing communications: <http://www.legislation.gov.uk/uksi/2003/2426/contents/made>

9. Data Storage

LLEP Business Gateway (growth hub)

All data will be stored on the LLEP Business Gateway CRM system. Spreadsheets and documents will be stored securely on the Leicester City Council server which has restricted access.

Service Provider

Service providers using the LLEP Business Gateway CRM system will be provided with a username and password. Service providers will log onto the system and update enquiry records that have been shared with them - all data will remain stored on the LLEP's nominated CRM system.

Service providers can store information shared with them on their own secure CRM system / server ensuring that it is restricted to those who are involved in the delivery of the project / scheme for which the initial referral was made.

Service providers that are not using the LLEP Business Gateway CRM system will store data on their own secure CRM system / server ensuring that it is restricted to those who are involved in the delivery of the project / scheme for which the initial referral was made.

10. Data sharing process

The information relating to the business enquiry will be recorded and shared on an ongoing basis.

10.1. LLEP Business Gateway (growth hub)

The LLEP Business Gateway (growth hub) will be sharing data with service providers via the following method:

- The LLEP Business Gateway CRM system – see appendix 2 for the CRM sharing process

LLEP Business Gateway CRM system

Service providers will receive an alert from the CRM system to inform them that an enquiry has been referred to them. Service providers will log onto the CRM system with their username and secure password to access the enquiry – see appendix 3a.

10.2 Partners

Service providers will be sharing data with LLEP Business Gateway (growth hub) via the following methods:

- LLEP Business Gateway CRM system

LLEP Business Gateway CRM system

Service providers that have taken up the use of the CRM system will update the system and create an alert back to 'Biz Gateway'.

North West Leicestershire District Council, will be using the following method to share information: LLEP Business Gateway CRM.

11. What security measures are in place at the service provider to protect data (E.g. secure server, physical, organisational, technical measures, data protection training undertaken by users, users are aware of this ISA and the processes involved)

We conduct a security audit following the PSN guidelines and have passed this successfully last year and issued with a PSN connection compliance certificate. We have 2 methods of sending secure emails one via outlook and the other using or GCSx secure email platform. We have recently replaced our firewall with a "state of the art" universal threat management appliance to provide a secure working environment (Antivirus, Web filtering and Firewall). Our server room is monitored and maintained 24/7 and only accessible by ICT staff, we perform patch management on a monthly cycle on our servers and clients to ensure all servers and clients are up to date.

12. Other Data Protection provisions

The ICT team perform daily IT Operational checks to ensure daily checks are performed and any issues resolved.

12.1 Service Provider data standards

The Service provider will provide LLEP Business Gateway (growth hub) with a copy of its Data Standards, Data Protection Agreements and Privacy Policy. Leicester City Council, as data controller for LLEP Business Gateway (growth hub) will need to be satisfied that correct data procedures are in place.

LLEP Business Gateway (growth hub) reserves the right to audit the ongoing efficacy of these standards. Where it is evident that the data standards of the service providers are lower than the expected level required by LLEP Business Gateway (growth hub), the service provider will take all necessary steps to align its standards with those required by LLEP Business Gateway (growth hub).

12.2 Data breach process

In the case of any data security breach the service provider will immediately take steps to contain the breach once it has been identified and notify LLEP Business Gateway (growth hub) of the breach as part of that process. Once the breach has been contained the service provider will launch an investigation to establish the reasons behind the breach. It will take all necessary steps to ensure any corrective steps as a result of the breach are undertaken.

13. Disclosing Information

Service providers may receive a request under the Freedom of Information Act 2000 or the Data Protection Act 1998. In Leicester, Leicestershire and Rutland it has been agreed that when an organisation receives a request for information which has been shared under an ISA the organisation which receives the request will tell the organisation which provided the information and ask for their views about the disclosure of the information so this can inform the decision making process.

14. Who will take responsibility for handling the data (name and job title, email address and telephone number)

LLEP Business Gateway (growth hub):

David Wright, Economic Strategy Manager, david.wright@llep.org.uk 0116 454 2932

Deepa Shah, Economic Intelligence Officer deepa.shah@llep.org.uk 0116 454 2923

Jackie Ledger, Communications and Support Officer Jackie.ledger@llep.org.uk 0116 454 2924

Service Provider:

North West Leicestershire District Council:

Ray Hurst, Economic Development Officer

Heather Bell, Economic Development Officer

Barrie Walford, Team Manager Economic Development

15. How long will the information be kept?

LLEP Business Gateway (growth hub) specifies that the information must be kept by the service provider for a minimum of six (6) years following the referral of the customer.

16. How will the information be destroyed?

Hard-copy and electronically-stored information will be destroyed using secure methods that comply with the data protection regulations that are in force at the time of its destruction.

17. What date will the information be shared? Initial date must be later than the date of the signatures below and should give an indication of subsequent dates for regular sharing.

The information will be recorded and shared on an ongoing, daily basis

18. When will this agreement be reviewed and by whom?

The agreement will be reviewed by the signatories to this agreement twelve months from the date below that it comes into force.

This agreement must be formally approved and signed by both parties before any information sharing takes place. Both parties will ensure that the ISA and any associated documents are known and understood by all staff involved in the process.

Originating Organisation

Leicester City Council on behalf of LLEP

Name:

Position:

Signature: Date:

North West Leicestershire District Council

Name of organisation:

Name:

Position: (Must be at Director Level)

Signature: Date:

Once you have completed this form, please provide a wet ink signature and return to the following address **(Note – email copies will not be accepted)**:

Deepa Shah, Economic Intelligence Officer, City Hall, 115 Charles Street, Leicester, LE1 1FZ