



Privacy Statement

The Pub Governing Body is the organisation responsible for promoting the advancement and improvement of Landlord (Pub Owning Companies) and tied tenant relationships in the Licensed Retail Sector.

The Pub Governing Body Ltd group is made up of three separate and distinctive schemes/companies:

- Pub Governing Body
- Pubs Independent Rent Review Scheme (PIRRS)
- Pubs Independent Conciliation and Arbitration Service (PICA-Service)

Our address is Sentinel House, Ancells Business Park, Harvest Crescent, Fleet, GU51 2UZ. You can contact us by post at the above address, by email at info@thepubgoverningbody.co.uk or by telephone on [+44 \(0\)1276 417 806](tel:+44201276417806).

This privacy statement is to explain how we look after your personal information when you use our website or contact the PGB. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

For the purposes of General Data Protection Rules, the 'data controller' is the Pub Governing Body whose address is below. 'Data Processors' are staff directly or indirectly employed by the Pub Governing Body (PGB).

We are not required to have a data protection officer, so any enquiries about our use of your personal data should be addressed to the contact details above.

We promise:

- To keep your data safe and private
- Not to sell your data
- To always give you ways to update/view your data

How we use your data:

Your privacy is protected by law. The law says we are allowed to use your personal information only if we have a legitimate reason to do so. Within the PGB, this information would be used in the following ways:

- When you use our website
- When you submit an enquiry via our website
- To administer a PIRRS/PICAS case including Representatives
- Submission to chosen Independent Experts for PIRRS cases
- Submission to Panel Experts for PICA-Service cases
- Your right to complain
- Updates to this privacy policy

Who has access to your data:

Authorized employees (employed directly or indirectly) of the PGB, who will process it to fulfil our obligations to provide a service.

Where we store your personal data:

The data that we collect from you will be stored within the UK and will not be transferred outside the UK. In any event, your data will only be transferred to any third party mentioned in this policy if they have a code of practice in place regarding Data Protection. We will take all reasonable steps to ensure your data is treated securely and in accordance with this Privacy Statement.

How long we keep your data:

Your personal information will form part of your case on our database system for 7 years after that date in secure archives, after which it will be destroyed.

Accessing your personal information:

You have the right to access any other personal information we may hold on you.

Any access request must be made in writing to the PGB, Sentinel House, Ancells Business Park, Harvest Crescent, Fleet, GU51 2UZ. Any access request may be subject to a fee to cover our costs.

Other rights:

Any queries or feedback about this Privacy Statement should be addressed to the Data Protection Controller, The Pub Governing Body.