



TOP Networking Data Protection Policy

For Members and Visitors

Version 3.1 – Updated 28/06/2025

ICO Registration: ZB874593

TOP Clubs – TOP Venues – TOP Members

1. Introduction

TOP Networking Limited, as Head Office of the TOP Networking franchise network, is committed to safeguarding the privacy and personal data of its members, visitors, and partners. This policy explains how we collect, use, store, and protect your personal data in line with UK Data Protection legislation including the UK GDPR and Data Protection Act 2018.

2. Who We Are

TOP Networking Limited is the registered Data Controller for the TOP Networking franchise network. We are ICO-registered under reference **ZB874593**.

Franchisees trading under the TOP Networking brand (with varying limited company names), authorised third-party processors, and internet service providers working with our CRM, website, and TOP Portal, are contractually bound to uphold this policy and relevant data protection obligations.

3. How We Collect Your Personal Data

We collect personal data in the following ways:

- **Online Application:** When you submit your details through our secure online membership form.
- **Paper Application:** When you complete a printed form from our website or an event. This data is manually processed by authorised personnel and securely entered into our CRM.

Original paper forms are securely destroyed after digitisation. Upon membership termination, unnecessary data is deleted, and only basic business contact details are retained if publicly available.

4. What Data We May Hold About You

We only store data you have provided. This may include:

Basic Information

- Name and surname



- Photograph
- Business or company name
- Company logo
- Email address (*not publicly displayed*)
- Telephone and mobile numbers
- Business postal address (*optional*)
- Business description
- Social media links (LinkedIn, WhatsApp, etc.)
- Qualifications

Activity-Based Information

- Referrals and recommendations given/received
- Club attendance records
- Invoices and meeting receipts
- Visitor invitations
- Members sponsored
- One-to-one meeting logs
- Records of relevant correspondence

All data is stored securely to support your membership experience.

5. Updating Your Data

You can manage, add, or delete your data at any time via:

<https://members.topnetworking.co.uk>

You control what is displayed in the public business directory:

<https://topnetworking.co.uk/members>

Always log out after use, especially on shared devices, to protect your data.

6. Why We Need Your Business Contact Data

As a networking organisation, we display the data you have chosen to share for the purpose of enabling referrals and professional engagement.

This includes:

- Displaying your profile on our website, app, and printed materials for meetings.



- Allowing your business cards to be added to a secure member-only box at meetings. By doing so, you consent to other members collecting and using your card details for business networking purposes.

If you do not consent to this, please do not place your card in the box.

7. When and Why We May Contact You

We may contact you for the following reasons:

- Confirmation of club membership
- Upcoming meetings and reminders
- Meeting cancellations or rescheduling
- Membership renewal notifications
- Referrals or recommendations for your approval
- Confirmation of accepted invitations or referrals
- One-to-one meeting requests and confirmations
- Receipts for attended meetings
- Notification of new or renewing club members
- Termination notices (if applicable)
- Monthly club activity reports
- Updates on new member benefits

8. Additional Contact for Leadership Team Members

If you are part of a club's Leadership Team, we may also contact you to:

- Notify you of visitor bookings or enquiries
- Provide access to visitor history and statistics
- Alert you to member changes (added, removed, updated)
- Confirm manual updates to meeting attendance
- Notify you of membership expiry or renewal status

This ensures effective club management and support.

9. Communication Methods

We may communicate using:



- Email
- SMS
- Push notifications
- Video conferencing (e.g. Zoom, Teams)
- Phone calls
- WhatsApp
- Skype
- Twitter (X)
- Other social or messaging platforms
- Postal mail

All communications serve operational purposes and are never used for third-party marketing.

10. Data Sharing and Retention

We do **not** share your personal data with external parties for promotional purposes.

Only franchisees, authorised staff, and processors under agreement with TOP Networking Limited will access your data as necessary for service delivery. We apply strict access controls and regular audits to ensure data integrity.

Upon leaving the network, your data is deleted unless there is a legal or operational need to retain minimal contact details (e.g. for invoices, reports, or public business listings).

11. Your Rights

Under UK Data Protection Law, you have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request erasure (right to be forgotten)
- Restrict or object to certain processing
- Data portability (on request)
- Withdraw consent at any time

To exercise your rights, contact:

info@topnetworking.co.uk

12. Contact & Complaints



If you have concerns about how your data is handled, please contact us first at the above email address.

If unresolved, you have the right to complain to the Information Commissioner’s Office:
www.ico.org.uk

Document Control

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- **Prepared By:** Richard Frazer, TOP Networking Limited
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To make any requests, please email: **info@topnetworking.co.uk**

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