

Privacy Policy: Crown Dependencies Digital Banking Survey

Last updated: 15 August 2026

1. Who we are

This survey is run by **Innovate Guernsey** ("we", "us", "our"), an independent body formed by the Economic and Development Committee of the States of Guernsey and based in Guernsey. The purpose of the survey is to gather evidence on demand for card acquiring and business banking services (including from providers such as Revolut) across the Crown Dependencies of Guernsey, Jersey and the Isle of Man.

We are the data controller for the personal data collected through this survey.

Contact: Innovate Guernsey c/o Digital Greenhouse, Rectory House, 2 Market Street, St Peter Port, Guernsey, GY1 1HB Email: info@innovateguernsey.com

2. What data we collect

When you complete the survey, we collect:

- Your name
- Your email address
- Your company/business name
- Your responses to the survey questions about your business's banking and payment needs

We do not knowingly collect any special category data (e.g. health, ethnicity, political opinions) through this survey.

3. Why we collect it

We use your data to:

- Analyse demand for digital banking and card acquiring services across Guernsey, Jersey and the Isle of Man
- Compile aggregated, anonymised evidence to present to prospective providers (including Revolut) and to policymakers and industry bodies
- Contact you, where you've agreed to this, about the outcome of the survey or related initiatives

We will **not** use your name, email or company name in any published report or shared evidence pack, these are used only to administer the survey and, where relevant, to follow up with you individually. Published findings will be presented in aggregate, anonymised form.

4. Our legal basis for processing

Under the Data Protection (Bailiwick of Guernsey) Law, 2017, and the equivalent laws in Jersey and the Isle of Man, we rely on:

- **Legitimate interests:** building an evidence base to improve access to digital banking services for Crown Dependency businesses, in a way that does not override your rights and interests
- **Consent:** where you've actively provided your name and email to be contacted about survey outcomes

You can withdraw consent to be contacted at any time (see Section 8).

5. Who we share it with

- **Website developer/processor:** The survey site is built and hosted by Potting Shed, Trinity Square, St Peter Port, GY1 1LX, acting as a data processor on our behalf, strictly under our instructions. They do not use your data for their own purposes.
- We do **not** share your identifiable personal data (name, email, company name) with Revolut or any other bank or payment provider. Any evidence shared externally is aggregated and anonymised.
- We do not sell your data or share it with third parties for marketing purposes.

6. Where your data is stored

Your data is stored securely on infrastructure operated by our website developer/processor. We take reasonable technical and organisational measures to protect it against unauthorised access, loss or misuse.

7. How long we keep it

We retain identifiable survey responses for as long as needed to complete our analysis and any agreed follow-up, and no longer than 12 months after the survey closes, after which identifiable data is deleted or fully anonymised. Aggregated, anonymised findings may be retained indefinitely.

8. Your rights

Under Guernsey, Jersey and Isle of Man data protection law, you have the right to:

- Access the personal data we hold about you
- Ask us to correct inaccurate data
- Ask us to delete your data

- Object to or restrict our processing
- Withdraw consent to be contacted, at any time

To exercise any of these rights, contact us at info@innovateguernsey.com. You also have the right to complain to the relevant data protection authority in your jurisdiction:

- Guernsey: Office of the Data Protection Authority (ODPA)
- Jersey: Jersey Office of the Information Commissioner (JOIC)
- Isle of Man: Information Commissioner's Office, Isle of Man

9. Changes to this policy

We may update this policy from time to time. The "last updated" date above shows when it was last revised.