

GDPR Privacy Policy

Purpose

This privacy policy applies to London Skills & Development Network (LSDN) their websites and platforms (the “websites”).

This privacy policy tells you:

- What information we collect
- How we use that information
- Whether the information is disclosed
- How we protect your privacy

Scope

- People who may use the websites
- Our clients and prospective clients
- Organisations that contract with us to provide services
- Our customers (the end users of our services, for example, UK citizens or our clients’ employees)

Description

LSDN aims to comply with the requirements of the Data Protection Act 2018 (and additional related legislation including the Police Act 1997, the Public Disclosure Act 1998, the Crime and Disorder Act 1998, the Human Rights Act 1998, the Registration of Investigatory Powers Act 2000, the Privacy and Electronics Communications (EC Directive) Regulations 2003, the Freedom of Information Act 2000 and General Data Protection Regulations 2018.

[Government proposals revised General Data Protection Regulations in 2022 to give European Union \(EU\) citizens greater control over their data and information. UK GDPR has updated its regulations to comply with international standards for data protection.](#)

Information we collect from you

When you contact us about our services or to get information on the website, we collect only the information we need, including:

- Any questions, queries or feedback you send us about using the website
- Your email address if you send an email or online enquiry to us
- Details you send to us when applying or enquiring about our services, such as:



- Your name, address and email address
- Your work and education history
- Information about your health or disability which is required as part of any relevant process

How we use the information we collect

We use the information we collect to:

- Improve the website by monitoring how we use it (we might also use aggregate or non-identifiable information to help with this)
- Respond to any feedback or questions you send us, if you've asked us to respond
- Give you information you want about our services
- Provide services to you if you are a customer

Providing us with sensitive information

If you send us any sensitive personal data, including information about your ethnicity, educational background, criminal record (if applicable), residency status, health (such as a medical condition) or your disability, we may use that information to provide appropriate services to you and other customers. We will do this in line with any notices provide or consent that LSDN obtains from you and otherwise in compliance with relevant legislation. This includes data protection and equality laws. We may also contact the author of information you send us to confirm it is accurate.

Keeping your information secure

We store all customer information on secure servers in line with our data retention policies, data protection policies, client requirements and data protection legislation. We take extensive technical and operational steps to protect the data we keep against unauthorised access, unlawful processing, accidental loss or destruction, damage, or misuse.

Although we do our best to protect the information we collect and store about you, we cannot guarantee the security of any information sent to us via the internet.

[LSDN has an approved certificate for the maintenance of Cybersecurity which is updated on an annual basis.](#)

Disclosing your information

We will not share your information with any other organisations for their own marketing, market research or commercial purposes. We may pass on the information we collect about you to the following public bodies and authorities:

- In an anonymised way to OFSTED, Matrix, Department for Education and Skills Funding Agency, Greater London Authority
- If we need to disclose your personal information to any law enforcement agency, court, regulator, government authority or other third party where we believe it is necessary to comply with a legal or regulatory obligation, or otherwise to protect our rights or the right of any third party.
- To other parties where we identify serious concerns about your wellbeing
- To any third part or supplier for the purpose of providing the services, where you have provided consent (where appropriate)

Your rights

Under data protection laws, you have a number of rights. For example, you can ask us:

- For a copy of the information we hold about you
- To delete information or correct any inaccuracies
- To update any out-of-date information

If we hold your information for the purpose of services we provide on behalf of another organisation, any request you make may be more relevant to them. If you do send your request to us and we pass it to another organisation, we will tell you.

You should send your request in writing with enough information for us to confirm your identity. We may ask for more information, for example if someone else makes the request on your behalf we may ask for a specific form of authority by which you allow them to receive your information on your behalf.

If you ask us to delete all data we hold about you, there may be some circumstances we will be unable to agree to your request or where we do agree to delete your data, this will result in the termination of our services.

If you want to receive information about who the data controller is for our services, you should contact us.



How to contact us

For any queries, please contact LSDN's Company Secretary:

Carol Hurd (Company Secretary)

Email: churd@lsdn.org.uk

Mobile: 07917 758810