

# LBT Global

## Privacy Notice

This notice explains what personal data (information) we hold about you, how we collect, how we use and may share information about you. We are required to give you this information under data protection law.

### Who are we?

LBT Global collects, uses and is responsible for certain personal information about you. When we do so we are regulated under the General Data Protection Regulation which applies across the European Union (including in the United Kingdom) and we are responsible as 'controller' of that personal information for the purposes of those laws. Our Data Protection Officer is Matthew Searle MBE FRSA.

The personal information we collect and use:

### Information collected by us:

In the course of providing services we collect the following personal information when you provide it to us:

- Personal information (such as name, contact details language, nationality, country of birth, and other sensitive personal data)
- Special category characteristics
- Ethnicity
- Relevant medical information
- Criminal records

We also obtain personal information from other sources as follows:

- Personal information, special category information, and other sensitive personal data necessary to carry out our operations,
- Service support and involvement information from government agencies, other charities and organisations.

### How we use your personal information:

We use your personal information to:

- Deliver our services
- Monitor and report our service delivery
- Assess the quality of our services
- Comply with the law regarding data sharing
- Safeguard children and vulnerable people
- Improve the services we provide

### How long your personal data will be kept:

We will hold your personal information securely and retain it for a period no longer than necessary, after which the information is archived or securely destroyed.

### Who we share your personal information with:

- Government agencies

- Partner agencies and organisations we work with to deliver our services

We will share personal information with law enforcement or other authorities if required by applicable law.

### **Your Rights:**

Under the GDPR you have rights which you can exercise free of charge which allow you to:

- Know what we are doing with your information and why we are doing it
- Ask to see what information we hold about you (Subject Access Requests)
- Ask us to correct any mistakes in the information we hold about you
- Object to direct marketing
- Make a complaint to the Information Commissioners Office
- Withdraw consent (if applicable)

Depending on our reason for using your information you may also be entitled to:

- Ask us to delete information we hold about you
- Have your information transferred electronically to yourself or to another organisation
- Object to decisions being made that significantly affect you
- Object to how we are using your information
- Stop us using your information in certain ways

We will always seek to comply with your request however we may be required to hold or use your information to comply with legal duties. Please note: your request may delay or prevent us delivering a service to you.

For further information about your rights, including the circumstances in which they apply, see the guidance from the UK Information Commissioners Office (ICO) on individuals' rights under the General Data Protection Regulation.

If you would like to exercise a right, please contact LBT Global's DPO, Matthew Searle MBE FRSA, on 01983 718802, email to [ms@lbt.global](mailto:ms@lbt.global) or via post to the charity registered address.

### **Keeping your personal information secure:**

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

### **Who to Contact and Where to go for Further Information:**

Please contact Matthew Searle MBE FRSA, on 01983 718802, email to [ms@lbt.global](mailto:ms@lbt.global) or via post to the charity registered address, to exercise any of your rights, or if you have a complaint about why your information has been collected, how it has been used or how long we have kept it for.

The General Data Protection Regulation also gives you right to lodge a complaint with a supervisory authority. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns> or telephone 03031 231113.

Updated October 2020 – next review October 2021