

LTS General Data Protection Regulations (GDPR) - full privacy notice

May 2018



London Trading Standards (LTS) is [registered](#) (Z1329280) with the Information Commissioner's Office (ICO) and is committed to protecting and respecting your privacy.

London Trading Standards (LTS) is committed to protecting and respecting your privacy. This Policy explains when and why we collect personal information about our members and partner organisations, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

Any questions regarding this Policy and our privacy practices should be sent by email to admin@londontradingstandards.org.uk or by writing to London Trading Standards, 4th Floor, 18 St. Cross Street, London EC1N 8UN.

Who are we?

London Trading Standards (LTS CIC) is a Community Interest Company, registered in England and Wales with registered number 06377916 and VAT number 922 5195 30.

LTS represents the 33 Local Authority Trading Standards services in the London Region. We share information and awareness campaigns across the capital to protect consumers and safeguard legitimate enterprise.

We also work with other regions and National Trading Standards, as well as government departments and agencies.

How do we collect information from you?

We maintain a contact list of Trading Standards Heads of Service and Managers, who have consented LTS to use this list to send regular updates and requests for feedback or information. Those on the circulation list are expected to keep LTS informed of any staff changes and may request to be removed from the list at any time.

We also collect contact details of our wider membership for other specific functions, such as delivering the FSA's feed inspection programme, intelligence functions, the LTS intranet, events and training courses.

We hold contact information for our various partner organisations and sub-contractors, in order to deliver services and fulfil contract obligations.

What type of information is collected from you?

The personal information we collect might include your name, local authority name, work email address, work postal address, and work phone number.

How is your information used?

We may use your information to:

- Carry out our obligations arising from any contracts entered into by you and us
- Seek your views or comments on the services we provide or work you carry out
- Notify you of changes to our services

- Send you communications which you have requested via your LTS intranet account and that may be of interest to you. These may include information about meetings, training, or relevant news
- Make you aware of new Trading Standards related activities, goods and services
- Process a grant or funding application

We review our retention periods for personal information on a regular basis. We will hold your personal information on our systems for as long as you are an LTS member, or is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

We will only share members' details, with our close partners or subcontractors for the purposes of completing tasks and providing services to our members on our behalf, or meeting contract/grant conditions.

LTS' close partners include:

- Local authorities across the UK
- National Trading Standards (NTS)
- Government departments and agencies
- Chartered Institute of Trading Standards (CTSI)
- Association of Chief Trading Standards Officers (ACTSO)
- Association of London Environmental Health Managers (ALEHM)
- Law enforcement, regulatory and licensing authorities
- Local government organisations
- Impartial consumer advice providers
- Contractors

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

Third Party Service Providers working on our behalf:

On infrequent occasions, we may pass your information to our third party service providers, agents' subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to process grant payments or manage projects). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and they will not be permitted to keep your information secure and not to use it for their own direct marketing purposes.

Please be reassured that we will not release your information to third parties beyond the LTS network for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

Partners and Third Party Product Providers we work in association with

We work closely with various third party product providers to bring you a range of quality and reliable products and services designed to meet the needs of Trading Standards professionals (e.g. CTSI products, training courses and intelligence functions). When you sign up for or purchase one or more of these products, the relevant third party product provider will use your details to provide you with information and carry out their obligations arising from any contracts you have entered into with them.

Your choices

Heads of Service and Managers who no longer want LTS to send regular email updates to them, may contact LTS to inform us of any changes you wish to make to our circulation list.

You have a choice as a member, about whether or not you wish to receive information from LTS via our intranet. If you do not want to receive direct communications from us about training courses, meetings or specific topics, then you can adjust your settings at any time by logging into your intranet account. <https://www.lts-online.org.uk/user/login> and <https://www.londonts.org.uk/>

How you can access and update your information

The accuracy of your information is important to us. Please ensure your contact details are kept up to date on your intranet account and other LTS email circulation lists.

Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password which enables you to access to our member intranet, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Use of 'cookies'

Like many other websites, the LTS external website uses cookies. This is only to measure how you interact with our site. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. It is possible to switch off cookies by setting your browser preferences.

Our intranet and training site also collect statistics on which documents have been downloaded, when and by whom, as well as which users logged in and when.

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in May 2018.