**Privacy Policy**

The UK General Data Protection Regulation (GDPR) provides new rights to individuals and requires organisations to provide information about their processing in a clear and transparent way.

LEBC is committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who use our services and visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

When there is a reference to “we”, “us” or “our” in this notice we mean LEBC

We may change this Policy from time to time so please check this page occasionally to ensure that you’re happy with any changes. By using our website, you’re agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to [contactus@leics-ebc.org.uk](mailto:contactus@leics-ebc.org.uk) or by writing to us at 30, Frog Island, Off North Bridge Place, Leicester, LE3 5AG. Alternatively, you can telephone 0116 240 7000.

**Who are we?**

LEBC was set up in 1992 as an independent charity, to create a one stop shop for employers, schools and colleges with the aim of helping young people to prepare for working life. LEBC is governed by a Board of Trustees who represent senior people from business, schools, colleges and Leicester City and County Local Authorities.

We are registered with the Information Commissioner’s Office Data Protection Register.

**How do we collect information from you?**

We obtain information about you using different methods which could include:

* Automated interactions - when you use our website, for example,
* Direct interactions - when you contact us about products and services, when you apply for one of our services, including National Citizen Service, Work Experience, STEM Learning Ambassador activity, Careers Information, Advice and Guidance, Apprenticeship/Early Careers Recruitment.
* Indirect interactions – we may collect your personal information from a publicly accessible source (company website) as part of our normal business activity

**What type of information is collected from you?**

When we refer to “personal data” we mean any information that allows us to identify you. It does not include any data where the identifiable information has been removed, i.e. anonymous data. The personal information we collect might include:

* your first name (s) and last name (sometimes called surname),
* Contact details - address, email address,
* Financial data – the information we use to process payments provided to us or purchased from us
* Sensitive including details of your health, race, ethnicity and gender.
* Technical data – information regarding how you use our website, what pages are accessed and when.
* Marketing and communications data – including your preferences for receiving marketing information from us

**How is your information used?**

We may use your information to:

* Deliver our services to you ;
* seek your views or comments on the services we provide;
* notify you of changes to our services;
* send you communications which you have requested and that may be of interest to you;
* manage your queries submitted to us through the post, by email, over the phone or by social media;
* process a job application;
* To collect money owed to us.

We do not conduct any automated decision making.

We will only retain your personal data. We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory and contractual obligations. We will hold your personal information on our systems as long as necessary in order to fulfil the purposes for which we collected it, or as long as is set out in any relevant contract you hold with us. In many cases once we no longer need your personal data we will anonymise the data so it can no longer be associated with you and will then keep for statistical purposes without further notice to you.

**Who has access to your information?**

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:**

We may pass your information to our third party service providers, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them 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 our 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.

**Your choices**

You have a choice about whether or not you wish to receive information from us. If you do not want to receive communications from us about the work we do young people and our products and services, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information.

We will not contact you for marketing purposes if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email: [contactus@leics-ebc.org.uk](mailto:contactus@leics-ebc.org.uk) , by writing to us at 30, Frog Island, Off North Bridge Place, Leicester, LE3 5AG or by telephone on 0116 240 7000.

**How you can access and update your information**

The accuracy of your information is important to us. We’re working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: [contactus@leics-ebc.org.uk](mailto:contactus@leics-ebc.org.uk) , by writing to us at 30, Frog Island, Off North Bridge Place, Leicester, LE3 5AG. Alternatively, you can telephone on 0116 240 7000.

You have the right to ask for access to the data (a “data subject access request” – SAR). This allows you to have a copy of the information LEBC holds about you (we may charge £10 for information requests) to cover our costs in providing you with details of the information we hold about you. In the event that you make a subject access request, we may need to request additional information from you as a security measure to confirm your identity and ensure your right to access your personal information. Once we receive a SAR we will try to respond within one month. Sometimes it may take longer if your request is complex, in these cases we will inform you of the reason for the delay and when we will be able to answer your request.

**Security precautions in place to protect the loss, misuse or alteration of your information**

When you give us personal information, we take organisational and technical measures to steps to ensure that it is treated securely and to protect is from being accidentally lost, accessed or used in an unauthorised manner. Our systems are set up in a way to limit access to personal data to only our employees that have a need to access your data.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

**Links to other websites**

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website‚ so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

**16 or Under**

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under‚ please get your parent/guardian's permission beforehand whenever you provide us with personal information.

**Cookies**

In order to improve our website and services, to provide you with more relevant content and improve our customer journey, we may use technologies such as cookies and analytics tools.

We are not able to identify you directly from information we collect using these technologies.

**NCS**

LEBC is a regional provider for the NCS programme. The NCS Trust CIC (NCS) is the data controller for all NCS data, as a local provider for NCS, LEBC is a data processer of the personal data.

As such for the purposes of your personal data in relation to NCS you should review the appropriate privacy policy at <http://www.ncsyes.co.uk/privacy-policy>

**Review of this Policy**

We keep this Policy under regular review. This Policy was last updated in May 2021 and will be reviewed in May 2022.

**Further Information**

Should you want more information about your data protection rights, you can find information here:

<https://ico.org.uk/for-the-public>