



## LCB Depot Privacy Policy December 2018

LCB Depot is a service run by Leicester City Council | City Development & Neighbourhoods | Tourism, Culture & Inward Investment. LCB Depot is referred to as 'we', 'our' and 'us' below.

We collect information about individuals and organisations who engage with us through renting or hiring our office spaces or services, or by liaising with our Business Growth team, and those who choose to receive marketing information from us about our services and events. This information helps with the administration, implementation and planning of our services and our events programme.

Any personal data that you provide will be processed in accordance with current data protection laws. It will be used by us, Leicester City Council and its partners to deliver and improve services and fulfil our legal duties. We will not disclose any personal information to anyone else unless required or allowed to do so by law. Read more about how we use personal data in the Privacy Notice on the website [www.leicester.gov.uk](http://www.leicester.gov.uk)

We are aware of the importance of handling this data securely and we have systems in place to ensure this happens.

### Collection of Information by us

We collect information when individuals or businesses rent or hire an office space or service with us, provide feedback after an event; makes an enquiry about our services; or sign up to our mailing list. This information may be collected in person, by email, by telephone, or online via our website mailing list signup feature or via our email newsletter through Mailchimp.

### What information is collected by us?

We may collect 'personal data' – information about an individual who can be identified by it. If you are one of our tenant businesses or a hirer of our services or have contacted our Business Growth team, this information may include your

- Name
- Date of birth, age, gender, nationality and ethnic origin
- Home address
- Email address
- Home or business landline telephone number / personal or business mobile telephone number
- Proof of ID and residence
- Bank account details
- Profile and trading history of your business, Company Registration number and National Insurance number

If you are not one of our tenant businesses, or a hirer of our services, or you have not contacted our Business Growth team, the information we collect may include your

- Name
- Email address
- Home or business landline telephone number / personal or business mobile telephone number

## How this information is used by us?

We may use this information:

- To liaise with you while you are a tenant business with us, or have engaged in a hire with us, or have contacted our Business Growth team
- To process payments and invoices relating to your tenancy or hire with us – we may share this information with relevant Leicester City Council services, such as Income Collection
- To provide you with information about our exhibitions, events, opportunities and any changes being made to the organisation or website, through email newsletters and emails
- To respond to any queries about our services or activities
- To ask for further feedback on an event or service you may have taken part in. This helps with our evaluation and to review the services we provide.

We will only communicate marketing information that you have requested to receive. You can stop receiving these communications at any time by unsubscribing or contacting us via email, telephone or in writing (please see the 'How can you opt out?' section below).

## What procedures in place to safeguard this information?

We safeguard this information by using secure passwords on all computers on which information is held; keeping computer and paper records locked away, controlling access to the information, holding backup files should data be lost due to flood or fire etc.; making staff aware of their responsibilities. We follow procedures in the storage and disclosure of the information given to us, to prevent unauthorised access, misuse, alteration or loss of information under our control.

## Who has access to this information?

Access to this information is limited only to LCB Depot and Leicester City Council staff and is only accessed when they need your details to provide the service required by you. We will not sell or rent your information to third parties - this includes not sharing your information with third parties for marketing purposes.

Information is collected by our third-party service providers for the purposes of completing tasks and providing services to you on our behalf. For example, **Mailchimp** manages our Enewsletter mailing list and is used to send our Enewsletters. We also use **Google's** Gmail and allied cloud-based services to communicate with our tenants, customers and enquirers. **Eventpilot** (Alcium Software, based in Sheffield) holds and processes some event sign-up information for us. See its [Privacy Policy](#). We take payments by credit/debit card through Capita's **Pay360** gateway. See Capita's [Privacy Policy](#). We may share personal data, from people who contact us, with funding and support organisations such as the European Regional Development Fund (**ERDF**) and the Leicester & Leicestershire Enterprise Partnership (**LLEP**).

However, when using third party service providers, we disclose only the personal information that is necessary to deliver the service, they keep this information secure, in line with our privacy policy and do not use it for their own direct marketing purposes.

The information which you provide to us may be transferred to countries outside the European Union. For example, we use **Mailchimp** (based in the USA) as a platform for emailing contacts. See its [Privacy Policy](#). **Google** is also based in the USA. See its [Privacy Policy](#). We also use US-based **Eventbrite** to hold and process some event sign-up information for us. See its [Privacy Policy](#). When you register to use our free wifi, you submit a name and email address. Our free wifi is provided by Xirrus, part of **Riverbed**, which is based in the USA. See its [Privacy Policy](#).

These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing and processing.

## **How we keep this information on file?**

We will hold your personal information on our systems for as long as is necessary to fulfil the purpose for which it was obtained. From May 2018 we will regularly ask you to confirm you wish to stay on our mailing lists : we plan this to take place a minimum of every three years after you first opted in. You can opt out at any time – see below. Should you wish to unsubscribe from our mailing list, we may still hold your personal data on our database to the extent permitted by law.

## **How can you opt out?**

You can choose whether or not you wish to receive marketing information from us : we will not make contact with you unless you have opted in. If you no longer want to receive direct communications from us, then you can unsubscribe by any of the following methods:

- Click the ‘unsubscribe’ or ‘change preferences’ link at the bottom of emails/Enewsletters sent to you
- Email [info@lcbdepot.co.uk](mailto:info@lcbdepot.co.uk)
- Telephone 0116 261 6800
- Ask in person at LCB Depot Reception at 31 Rutland Street, Leicester LE1 1RE during office hours – Monday to Friday 9am to 5.30pm
- Write to LCB Depot, 31 Rutland Street, Leicester LE1 1RE

We aim to process your request within 7 working days.

## **Your rights**

Under Article 17 of the General Data Protection Regulation (GDPR), individuals have ‘the right to be forgotten’, meaning they have the right to have personal data erased. You are legally entitled to access, modify, correct, revoke your consent and delete any data we hold relating to you and that you have the legal right to forbid this data being presented to any third parties.

You have the right to ask for a copy of the information we hold about you at any time, free of charge. Please use the contact details below if you would like to receive a copy. Please note identification must be presented to verify your identity, before the information is provided by us.

The accuracy of your information is also important to us. If you change your email address, or any other information we hold is inaccurate or out of date, please email us at: [info@lcbdepot.co.uk](mailto:info@lcbdepot.co.uk) or you can telephone 0116 261 6800.

## **Links to other websites**

This privacy policy applies solely to information and data collected by us. Our website [www.lcbdepot.co.uk](http://www.lcbdepot.co.uk) may contain links to other websites run by other organisations over which we have no control, so we encourage you to read the privacy statements on the other websites you visit.

We are not responsible for the privacy policies and practices of other sites even if you access them using links from our website. In addition, if you were referred to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third-party and recommend that you check the policy of that third-party site.

## **Changes to this privacy policy**

This policy will be reviewed regularly and updated as necessary to reflect best practice in data management, security and control and to ensure compliance with any changes or amendments made to the Data Protection Act 1998.

## Contact Us

If you have any questions about this Privacy Policy or any other aspect of LCB Depot, please contact:

James Burkmar, Workspace Manager, LCB Depot, 31 Rutland Street, Leicester LE1 1RE  
Tel 0116 261 6800 Email [info@lcbdepot.co.uk](mailto:info@lcbdepot.co.uk) Website [www.lcbdepot.co.uk](http://www.lcbdepot.co.uk)

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See more about data protection and GDPR at the [Information Commissioner's Office](#)