



Privacy Policy

Who We Are

London Youth Support Trust ('we' or 'us' or 'our') gather and process your personal information in accordance with this privacy notice and in compliance with the relevant data protection Regulation and laws. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

London Youth Support Trust's registered office is at **Tottenham Green Enterprise Centre, Town Hall Approach Road, Tottenham, London, N15 4RX** and we are a company registered in England and Wales under company number **7302622**. We are registered on the Information Commissioner's Office Register; registration number **ZA422247**. Our designated Data Protection Officer/Appointed Person is **Patrick Shelley**, who can be contacted at **Tottenham Green Enterprise Centre, Town Hall Approach Road, Tottenham, London, N15 4RX, 020 885-4920, Pat@lyst.biz**

Information That We Collect

London Youth Support Trust processes your personal information to meet our legal, statutory and contractual obligations and to provide you with our services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice.

The personal data that we collect from is: -

- Name
- Date of Birth
- Home Address
- Personal Email
- Business Email
- Home Telephone Number
- Mobile Telephone Number
- Employment Status
- Highest Education Level
- Special Category Data (*i.e. health/medical information, details about religion, sexuality etc*)

We collect information in the below ways: -

Enquiry Form

Registration Form

How We Use Your Personal Data (Legal Basis for Processing)

London Youth Support Trust takes your privacy very seriously and will never disclose, share or sell your data without your consent; unless required to do so by law. We only retain your data for as long as is necessary and for the purpose(s) specified in this notice. Where you have consented to us

The London Youth Support Trust

Tottenham Green Enterprise Centre Town Hall Approach Road London N15 4RX T: 020 8885 4920 E: info@lyst.biz W: www.lystbusiness.com
Registered charity number 1137389 A Company Limited by Guarantee Registered in England & Wales Company Registration Number 7302622



providing you with promotional offers and marketing, you are free to withdraw this consent at any time. The purposes and reasons for processing your personal data are detailed below: -

- To provide the correct level of support
- To ensure the charity supports the correct group, according to charitable objectives and/or contractual compliance.
- Record statistical data to support funding applications.
- Record statistical data to report to charities commission/annual report.
- To create incubation accounts to enable invoices for services to be raised.
- We will occasionally send you information where we have assessed that is it of benefit to you and/or supports our charitable objectives

Your Rights

You have the right to access any personal information that London Youth Support Trust processes about you and to request information about: -

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing (*where applicable*) in accordance with the data protection laws; as well as to object to any direct marketing from us. Where applicable, you have the right to data portability of your information and the right to be informed about any automated decision-making we may use.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

Sharing and Disclosing Your Personal Information

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement. London Youth Support Trust uses third-parties to provide the below services and business functions; however, all processors acting on our behalf only process your data in accordance with instructions from us and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures.

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Safeguarding Measures

London Youth Support Trust takes your privacy seriously and takes every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, **including:** -

- SSL Connections
- Restricted access
- IT authentication
- Firewalls
- Anti-virus

London Youth Support Trust utilise some products or services (*or parts of them*) that may be hosted/stored in United States of America which means that we may transfer any information which is submitted by you through the website outside the European Economic Area ("EEA") for the below purposes: -

- Email Marketing / Newsletter via Mailchimp

Therefore, when you use our website or sign up to our newsletter, the personal information you submit may be stored on servers which are hosted outside of the E.U. Where this is the case, we will take steps to ensure that those providers use the necessary level of protection for your information.

Consequences of Not Providing Your Data

You are not obligated to provide your personal information to London Youth Support Trust however; as this information is required for us to provide you with our services/deliver legitimate interests we will not be able to offer some/all our services without it.

Legitimate Interests

As noted in the 'How We Use Your Personal Data' section of this notice, we occasionally process your personal information under the legitimate interests' legal basis. Where this is the case, we have carried out a thorough Legitimate Interests' Assessment (LIA) to ensure that we have weighed your interests and any risk posed to you against our own interests; ensuring that they are proportionate and appropriate.

How Long We Keep Your Data

London Youth Support Trust only ever retains personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. We are required under UK tax law to keep your basic personal data (*name, address, contact details*) for a minimum of 6 years after which time it will be destroyed. Client data will be kept for a minimum of 3 years and then destroyed.

Where you have consented to us using your details for direct marketing, we will keep such data until you notify us otherwise and/or withdraw your consent.

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Special Categories Data

Owing to the services that we offer, **London Youth Support Trust** sometimes needs to process sensitive personal information (*known as special category data*) about you. Where we collect such information, we will only request and process the minimum necessary for the specified purpose and identify a compliant legal basis for doing so.

Lodging a Complaint

London Youth Support Trust only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.

London Youth Support Trust
Tottenham Green Enterprise Centre
Town Hall Approach Road
Tottenham, London
N15 4RX

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number
www.lco.org.uk

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