

## **Introduction**

We are Lucas Software Solutions Ltd, also known as LSS.

This privacy notice is to let you know how we promise to look after your personal data.

This notice explains how we do this and tells you about your privacy rights and how the law protects you.

Lucas Software Solutions Limited, Registered in England and Wales No. 3000105.

Registered Office: 12 Northfields Prospect, Putney Bridge Road, SW18 1PE

VAT no. GB632 5139 57.

Lucas Software Solutions Ltd. cares about and respects your privacy. For this reason, we collect and use personal data only as it might be needed for us to deliver to you our products, services and websites (collectively, our "Services"). Your personal data includes information such as:

Name

Address

Telephone number

Date of birth

Email address

Other data collected that could directly or indirectly identify you

Our Privacy Policy is intended to describe to you how and what data we collect, and how and why we use your personal data. It also describes options we provide for you to access, update or otherwise take control of your personal data that we process.

If at any time you have questions about our practices or any of your rights described below, you may reach our Data Protection Officer ("DPO") and our dedicated team by contacting us at [privacy.DPO@lsshelpdesk.com](mailto:privacy.DPO@lsshelpdesk.com). This inbox is actively monitored and managed so that we can provide you with information you can confidently trust.

## **Your Rights**

Under the Data Protection Act 1998, you have the right to see the personal data we hold about you. This is called a Subject Access Request.

## **How do we use your data?**

Data Protection law says that we can use personal data only if we have a proper reason to do so. This includes sharing it outside Lucas Software Solutions.

The law says we must have one or more of these reasons:

To fulfil a contract, we have with you

When it's our legal duty

When it's in our legitimate interest

When you consent to it.

### **How we secure, store, and retain your data.**

We follow generally accepted standards to store and protect the personal data we collect, both during transmission and once received and stored, including utilisation of encryption where appropriate.

We retain personal data only for as long as necessary to provide the Services you have requested and thereafter for a variety of legitimate legal or business purposes.

These might include retention periods:  
mandated by law, contract, or similar obligations applicable to our business operations;  
for preserving, resolving, defending, or enforcing our legal/contractual rights; or  
needed to maintain adequate and accurate business and financial records.

If you have any questions about the security or retention of your personal data, you can contact us at [privacy.DPO@lsshelpdesk.com](mailto:privacy.DPO@lsshelpdesk.com).

If you would like a copy of the personal data we hold about you, please write to: Data Protection Officer, Lucas Software Solutions Ltd, 9 Chapel Drive, Arlesey, BEDS SG15 6PB.

We want to make sure that the personal data we hold about you is accurate and up to date. If any of the details are incorrect, please let us know and we will amend them.

We will respond to all requests, inquiries or concerns within thirty (30) days.

You also have the right to complain to the Information Commissioner's Office. You can use the relevant section of the Information Commissioner's Office website to do this.

### **Changes in our Privacy Policy.**

We reserve the right to modify this Privacy Policy at any time. If we decide to change our Privacy Policy, we will post those changes to this Privacy Policy and any other places we deem appropriate, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. If we make material changes to this Privacy Policy, we will notify you here, by email, or by means of a notice on our home page, at least thirty (30) days prior to the implementation of the changes.

**Last updated 23rd June 2020**