

Local Solutions Online Privacy Policy

1. OUR CORE BELIEFS REGARDING USER PRIVACY AND DATA PROTECTION

Local Solutions is committed to safeguarding the privacy of website visitors.

Local Solutions adheres to the 8 principles of Data Protection and has policies in place for Data Protection, ICT & Social media and Confidentiality. This policy relates to information collected through our website and not to information collected offline.

We will never sell, rent or otherwise distribute or make public your personal information.

2. PERSONAL INFORMATION THAT THIS WEBSITE COLLECTS AND WHY WE COLLECT IT

This website collects and uses personal information for the following reasons:

2.1 Site visitation tracking

Like most websites, this site uses Google Analytics (GA) to track user interaction. We use this data to determine the number of people using our site, to better understand how they find and use our web pages and to see their journey through the website.

Although GA records data such as your geographical location, device, internet browser and operating system, none of this information personally identifies you to us. GA also records your computer's IP address which could be used to personally identify you but Google do not grant us access to this. We consider Google to be a third party data processor (see section 4.0 below). GA makes use of cookies, details of which can be found on [Google's developer guides](#). Disabling cookies on your internet browser will stop GA from tracking any part of your visit to pages within this website, but may alter the performance of some aspects.

2.2 Contact forms and email links

Should you choose to contact us using the contact form on any of our pages, none of the data that you supply will be stored by this website or passed to / be processed by any of the third party data processors defined in section 4.0. Instead the data will be collated into an email and sent to us securely. The email content is then handled in fitting with your enquiry; for example, if you have made a standard enquiry, these details will only be kept for as long as relevant. If your enquiry related to a request for being kept up-to-date on future projects, then we will add the relevant details to our newsletter.

2.3 Email newsletter

If you choose to join our email newsletter, the email address that you submit to us will be forwarded to [MailChimp](#) who provide us with email marketing services. We consider MailChimp to be a third party data processor (see section 4.0 below). The email address that you submit will not be stored within this website's own database or in any of our internal computer systems.

Your email address will remain within MailChimp's database for as long as we continue to use MailChimp's services for email marketing or until you specifically request removal from the list. You can do this by unsubscribing using the unsubscribe links contained in any email newsletters that we send you or by requesting removal via email. When requesting removal via email, please send your email to us using the email account that is subscribed to the mailing list.

While your email address remains within the MailChimp database, you will receive periodic newsletter-style emails from us.

3.0 ABOUT THIS WEBSITE'S SERVER

The 'Localsolutions.org.uk', 'liverpoolwatersports.org.uk' and 'mytime4carers.co.uk' websites are hosted by Rackspace, using a UK data centre located in Berkshire, England. Backups are also stored within the United Kingdom.

Each Rackspace data center is restricted by biometric authentication, keycards, and 24x7x365 surveillance. These help ensure that only authorized engineers have access to routers, switches and servers.

Further details of Rackspace's data centre can be found [here](#).

Our Bullybusters website is hosted by Linode, using a UK data centre located in London, England. For increased business continuity backups are stored by AmazonS3 located in Ireland.

All Linode & AWS facilities enforce multi-factor authentication and security via a variety of technological and human measures. With 24x7 surveillance support, managing and monitoring data center access activities, with equipping local teams to respond to security incidents. Beyond that, all equipment is securely locked in cages.

Door alarming devices are also configured to detect instances where an individual exits or enters a data layer without providing multi-factor authentication, to help ensure that only authorised engineers have access to routers, switches and servers.

On web servers we enforce strict filtering rules to ensure that servers only communicate using their allowed IP addresses. This prevents spoofing other IPs or performing man-in-the-middle attacks on our private network.

Further details of Linode & AWS data centres can be found here."

<https://www.linode.com/security>

<https://aws.amazon.com/compliance/data-center/data-centers>

4.0 OUR THIRD PARTY DATA PROCESSORS

We use a number of third parties to process personal data on our behalf. These third parties have been carefully chosen and all of them comply with relevant legislation.

- Google ([Privacy policy](#))
- Mailchimp ([Privacy policy](#))
- BT My Donate ([Privacy policy](#))
- Booking Bug ([Privacy policy](#))
- Neighbourly ([Privacy policy](#))
- WebTicket Manager ([Privacy policy](#))
- Smartwaiver ([Privacy policy](#))
- Microsoft Office 365 ([Privacy policy](#))
- Paypal ([Privacy policy](#))
- Cognito Forms ([Privacy policy](#))

5.0 DATA BREACHES

We will report any unlawful data breach of this website's database or the database(s) of any of our third party data processors to any and all relevant persons and authorities within 72 hours of the breach if it is apparent that personal data stored in an identifiable manner has been stolen.

6.0 DATA CONTROLLER

The data controller of this website is:

Local Solutions, a Company Limited by Guarantee with Company number: 01792921 and Charity Registration: 515060

Whose registered office is:

Mount Vernon Green, Hall Lane, Liverpool, L7 8TF

And whose operating office is:

Mount Vernon Green, Hall Lane, Liverpool, L7 8TF

7.0 DATA PROTECTION OFFICER

Local Sols DP Contact Name : Ursula Harrison

Telephone: 0151 709 0990

Email: DPO@localsolutions.org.uk

Data Protection Registration Number: Z7431839

8.0 CHANGES TO OUR PRIVACY POLICY

This privacy policy may change from time to time inline with legislation or industry developments. We will not explicitly inform our clients or website users of these changes. Instead, we recommend that you check this page occasionally for any policy changes. Specific policy changes and updates are mentioned in the changelog below.

8.1 Changelog

20/10/2017

- Privacy policy instigated