

LFS Online Shop Privacy Notice

1. Introduction

This policy is to explain when and why the London Film School (“LFS”, “we”, “our”, “us”) collects personal information about anyone using our online shop (“you”, “your”) and how it is processed. We aim to be clear about data collection, storage, usage and your rights and to assure you that we would not use your data in a way you would not want or expect us to.

2. Scope

This policy applies to all users of the LFS online shop. It is limited to the use of the online shop and does not cover any of your personal data stored and processed by us in a different context.

If you are using our online shop as an applicant, student, alumni, member of the Association, Governor, Workshops, Short Courses and Outreach Participants, or member of staff, additional privacy policies apply.

3. Purpose of Data Collection and Processing

The London Film School needs to hold and process personal data about you for a number of administrative and statutory purpose:

- a) To administer the LFS online shop;
- b) To process any payments and, if applicable, shipments;
- c) To manage our financial records;
- d) To provide support with our online shop, if requested;
- e) To ensure we can fulfil our statutory, regulatory and legal obligations.

3.1. Who Has Access to Your Data and How Is It Shared?

Access to your data in our databases and systems is limited to LFS employees and only for the purposes outlined in section 3.

LFS does not sell data your data to third parties. LFS also does not share your data with third parties for marketing purposes.

4. What Data Do We Hold, How Do We Collect It and Where Do We Store It?

We are required to hold some types of information to fulfil our contractual and statutory obligations. We will hold your personal information on our systems for as long as it is necessary for the relevant activity, or as long as required by law, statute or regulation.

4.1. Data Held by LFS About Users of the Online Shop

The following information is collected when you use our online shop:

- a) Your name
- b) Your address (billing and shipping)
- c) Your phone number
- d) Email address
- e) Details of the payment, including the purpose of the payment
- f) Amount paid

When using our online shop, you will be allocated a unique ID. Other unique information is also added to your order to ensure it can easily be identified.

Finally, additional data may be collected and stored by providers of third party applications used by LFS. This may include IP addresses of users, any location information contained there, and any actions taken by a user while signed into their account, including a timestamp, which may be stored in an activity log.

4.2. Data Storage

Your data is stored in various databases and systems used by LFS to conduct its business. Access to those databases is secure and restricted to LFS employees who require it to perform their duties.

Some of these databases and systems used are provided and hosted by a third-party provider who will publish their own privacy policies.

LFS is committed to reviewing privacy and data protection policies of providers of third-party systems on a regular basis.

Portable data storage devices (including, but not limited to USB flash drives, magnetic tapes and optical discs) are not used to store, process or transfer personal information, but may be used to store and transfer other types of data.

5. Data Retention

Your personal data processed and retained as per this policy for as long as it is necessary for the relevant activity, or as long as required by law, statute or regulation.

Financial records will be retained by the Finance Department for up to six years following the end of the fiscal year to which they relate.

6. Updating Your Data

It is important to us that we always hold the most-up-date information about you. To update your data held by LFS, please email my.data@lfs.org.uk.

Once a request has been received, it is normally processed within one month.

7. How Do We Contact You?

Our communications are normally by email and most communications are only sent out via email, using the email address you provided. In some instances, however, we may also contact you by phone (mobile or home). In some cases, we will also contact you by post.

Unless you separately opted in to receive of our communications, we will only communicate with you in relation to your order or payment via our online shop.

8. Your Rights

8.1. Right to Access

You have the right to access the personal and supplementary information held about you by us.

To access this information, please email my.data@lfs.org.uk.

Information will be provided at the latest within one month of receipt.

8.2. Right to Erasure

At the point where we no longer need to process your data to process your order or payment, you have the right to ask us to stop processing your personal data. If you choose to exercise this right, we will delete most of your personal data held by LFS.

We will, however, retain some basic information, more specifically:

- g) Your name
- h) Details of the payment
- i) Amount paid

Any data that remains on our database(s) can only be accessed by the Finance Department for administrative purposes and will be retained for up to six years.

To exercise your right to erasure, we suggest that you send us an email at my.data@lfs.org.uk. You may also make your request verbally by contacting a member of the Management Team who will confirm your request in writing and pass on your request to relevant members of staff.

Your request will be processed with one month and after having received and processed your request, we will no longer contact you by email, phone or post or any other means.

8.3. Right to Restrict Processing

You have the right to restrict the way in which your data is processed as long as the processing falls outside the performance of a contract.

To exercise your right to restrict processing, we suggest that you send us an email at my.data@lfs.org.uk. You may also make your request verbally by contacting a member of the Management Team who will confirm your request in writing and pass on your request to relevant members of staff.

Your request will be processed with one month.

8.4. Right to Object

You have the right to object to your data being used for purposes of scientific/historical research and statistics.

To exercise your right to object, please email my.data@lfs.org.uk.

8.5. Rights in Relation to Automated Decision Making and Profiling

The London Film School does not use automated decision making or profiling in the context of its online shop.

9. Changes to our Privacy Policies

Our privacy policies are reviewed regularly, usually on an annual basis. Updates will be posted on the LFS website.

If we ever make significant changes to the way we process your personal data, we will either clearly highlight this on our website or write to you directly.

10. Version Control

Version Number	Changes	Author, Title	Date
0.1	-	Philip Range, Academic Registrar	15/05/2018
1.0	Approved by Management Team	-	21/05/2018