



Introduction

London Central Services Limited is strongly committed to protecting personal data. This privacy statement describes why and how we collect and use personal data and provides information about individuals' rights. We may use personal data provided to us for any of the purposes described in this privacy statement or as otherwise stated at the point of collection.

Who we are

London Central Services Limited is a limited liability company registered in England & Wales, with its registered address at 4 Old Park Lane, London W1K 1QW, United Kingdom.

What information do we collect

We may collect personal data which is provided to us as follows:

- Personal data may be collected when we are contacted by a user by phone, fax, e-mail or on-line forms, and/or when we are appointed by a client
- Personal data that is collected may include name, address, phone number, fax number, e-mail address.

How do we use personal information

Personal data is used primarily in context of our contractual obligations as well as for administrative purposes in relation to our appointments.

Further, personal data may also be used in context of:

- account set up and administration
- delivering marketing communication
- carrying out polls and surveys
- internal research and development purposes
- legal obligations (eg prevention of fraud or KYC requirements)
- meeting internal audit requirements.

What legal basis do we have for processing your personal data

We process your personal data in the grounds of contract (i.e. where we have been appointed by you).

When do we share personal data

Where we provide our services using our network of correspondent firms, we may share your data with our correspondent firms, which may or may not be based in the European Economic Area. The terms of our appointment will clearly specify when our services are performed through a correspondent firm.

Where do we store and process personal data

Personal data is stored and processed in the United Kingdom.

How do we secure personal data

Your personal data is stored in our IT systems, which are protected against unauthorised access, and are subject to replication to avoid data loss and ensure business continuity and disaster recovery.



How long do we keep your personal data for

Personal data is kept for as long as our appointment remains active, and upon termination of our appointment the associated personal data will be kept for an additional 2 years or longer where required by law or regulations.

Your rights in relation to personal data

Individuals have certain rights over their personal data, which may include

- access to your personal data
- correction and deletion of your personal data
- restriction of processing and objection to processing of your personal data

Complaints

Should you wish to complain about our use of your personal data, please contact us at info@londoncentralservices.co.uk. You also have the right to lodge a complaint with the Information Commissioner's Office (ICO).

How to contact us

If you have any questions about this privacy statement please contact:

London Central Services Limited

4 Old Park Lane

London W1K 1QW

United Kingdom

info@londoncentralservices.co.uk

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