

# The London Regional Defence & Security Cluster customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

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## Contact details

### Email

contact@londonrdsc.co.uk

## What information we collect, use, and why

We collect and store (but do not use or share) the following information that you may supply during your use of this website to **provide a collaboration, and R&D facilitation service**:

- Names and contact details
- Payment details (including card or bank information for transfers and direct debits)
- Account information
- Website user information (including user journeys and cookie tracking)
- Information members enter into forums

## Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [You can read more about this right here.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data:

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Legitimate interests – we’re collecting or using your information because it benefits you, the LRDSC and its membership, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
  - For the purposes of enabling collaborations between deep tech organisations, potential buyers, supporting and enabling functions.
  - For the purposes of encouraging new routes to market and growth opportunities.
  - Basic vetting of prospective members to ensure the security of existing members and their interests.

Only information that you provide will be collected and stored by the LRDSC. This is the minimal information we need in order to provide a minimal security check, provide you with an account and provide a collaboration service through our forum.

However, users should be aware that this website has no greater security than standard commercial websites. So caution should be exercised, especially regarding commercially sensitive information and Intellectual Property, which should not be disclosed under any circumstances on this website - the use of separate channels under Non-Disclosure Agreement is advised for such onward conversations.

## Where we get personal information from

- Directly from you. No information will be sourced from anywhere other than the information you provide. We may, however, use your registration data to compare with other publicly accessible data for

the purposes of basic vetting to increase the security of LRDSC membership.

## How long we keep information

The London Regional Defence & Security Cluster has no desire to retain the information you provide any longer than is necessary to keep your account open, allow you to use the resources and forum on the website and collect annual subscriptions.

We will therefore only retain your data for as long as your account is open and will erase that data if you chose to close your account or request your data be purged via the [contact@londonrdsc.co.uk](mailto:contact@londonrdsc.co.uk) email address.

Please be aware that information you post onto the forum will be retained as information gifted to the LRDSC as deleting it would lose valuable context. While this information will only be visible in the members' area, please be aware that it is only as secure as a standard website forum.

## How to complain

If you have any concerns about our use of your personal data, wish to make a complaint or you wish to close your account, you can use the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

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

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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