



# London School Of Pharmaceutical Education (LSCOPE) Privacy Policy

*Last updated 03 April 2024*

Welcome to London School of Pharmaceutical Education (henceforth LSCOPE). We are committed to protecting the privacy and security of your personal data. This Privacy Policy outlines how we collect, use, disclose, and protect your personal information in compliance with applicable data protection laws, including the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

LSCOPE wants to share information about its services for the regulatory profession with you, through channels which include email, post or social media – but only in line with your preferences and the current legislation.

LSCOPE is committed to ensuring that your privacy is protected. In your interactions with us, should you provide information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy statement.

## Our commitment to you

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- We will only collect the data we need to perform our services to you
- We will ask for your consent before we contact you
- We will make sure our contact with you is relevant and based on the preference information you give us
- You can update your preferences at any time
- Your information will be stored securely and only for as long as we need it for the purpose it was collected
- You can ask for your details to be deleted at any time and we expect you to keep us advised of any changes in your details so that they remain current and correct
- You can ask to see a copy of any information we hold on you
- We will not publish information about you which identifies you, nor will we pass on your contact details to any third party without your prior consent unless there is a legal obligation to do so
- We will comply with the current legislation for data protection

## What we collect

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We collect information to help us fulfil the objectives set out in our constitution: namely, to promote education and standards in regulatory affairs, to collect statistics and cooperate with allied organisations.

We may collect the following information about you:

- Your name, employer and job title
- Your contact information including email addresses, postal/social media addresses and postcodes
- Demographic information such as date of birth, gender and nationality and other information to assist with diversity monitoring
- Educational information
- Your preferences and interests
- CPD information uploaded by you or via automated processes
- Other information relevant to surveys and/or offers

Most of this data will be supplied by you when you use on-line forms and accounts or when you participate in surveys. Other information will be collected by automatic means eg cookies (see later).

## What we do with the information we gather

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We require this information to meet our obligations to you if you are a LSCOPE member or a user of LSCOPE services. We also use it to better understand your needs and provide you with a better service.

Specifically, data may be used for the following reasons:

- Internal record keeping (eg members and attendees at events)
- Administration, management and improvement of the services we offer (including awards, accreditations, qualifications and networks)
- To provide information on other goods and services which we think you may find interesting or valuable
- To contact you for market research or statistical purposes. We may contact you by email, phone or mail
- To customise our website according to your interests
- For instructors, tutors, and staff involved in delivering our courses
- Third-party service providers who assist us in operating our institute (e.g., hosting providers, payment processors)
- Regulatory authorities and law enforcement agencies as required by law

We will only collect information that is relevant to our objects and the services we provide and we will only keep it for as long as reasonable for that purpose.

## Your preferences

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You will be asked to give your express consent to our using your data for the purposes outlined above and you may change your preferences in this regard at any time.

LSCOPE has a legal obligation to ensure that all our members receive certain information. Therefore, if you choose to unsubscribe this will not affect correspondence, we send to you which is required to fulfil our contract with you as a member, to fulfil legitimate interests or comply with our legal obligations. For as long as you are a member, you will continue to receive member bulletins, information on governance matters (eg elections), publications and administrative information regarding your membership, irrespective of the other preferences you have specified.

You may update your preferences by emailing [info@lscope.org](mailto:info@lscope.org)

## Data storage and security

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We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

At LSCOPE personal data is only held for as long as is necessary for the purpose for which it was collected, or in line with legal requirements.

## Your Rights

Under data protection laws, you have the following rights:

- The right to access your personal data
- The right to rectify inaccuracies in your personal data
- The right to erase your personal data
- The right to restrict the processing of your personal data
- The right to object to the processing of your personal data
- The right to data portability

## Cookies on the LSCOPE website

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The LSCOPE website uses cookies to help customise your experience. 'Cookies' are small text files that are stored by the browser or by a mobile phone (Android or iPhone) on your computer or mobile device. They allow websites to store such things as user preferences. You can think of cookies as providing a 'memory' for the website, enabling it to recognise a user and respond appropriately.

Among the tracking tools we use are UTM codes and Google Analytics cookies.

UTM codes allow us to determine when a user has arrived on our site from an external link (such as a link in one of our email newsletters) or from an advertisement on our site or placed with a third-party website, social media platform, or publication. The data we receive from these codes does not contain personally identifiable information.

We use Google Analytics cookies to count page visits, record traffic sources and compile other website user activity data. The data we receive from these cookies typically does not contain personally identifiable information. For more information about Google's privacy policy, visit [www.google.com/intl/en/policies/privacy](http://www.google.com/intl/en/policies/privacy)

Find out more about cookies and how you can control them [here](#).

Most browsers and phones have ways to stop accepting classes of cookies, or to stop accepting cookies from a particular website. Help in turning off cookies can be found in your browser or mobile phone help files or at [www.aboutcookies.org](http://www.aboutcookies.org). Bear in mind however, that using cookies is needed for some transactions and turning them off might mean you are not able to book on our events, for example.

## Links to other websites and third parties

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Our website may contain links to other websites of interest. Once you have used these links to leave our site, you should note that we do not have any control over the other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Occasionally we may use advertising on social media platforms like Facebook and LinkedIn, and on third party websites to promote LSCOPE events and campaigns and to encourage people to join LSCOPE. We will not use your member data to target our advertising on social media platforms.

We may disclose your personal data to third parties if we are under a duty to disclose or share it to comply with any legal regulations, to meet good governance obligations, to enforce or to protect the rights, property, or safety of LSCOPE or others with whom we have a business relationship, or to purchasers or prospective purchasers in relation to a disposal of our business or assets.

We may use third party service providers to support our provision of our services. Such will relate to business functions, including (without limitation) IT support, hosting our data on cloud platforms, legal, accounting, audit, consulting and other professional service providers, and providers of other services related to our business.

Portions of our services may be provided by organisations with which we have a contractual relationship, including subcontractors, and, accordingly, your personal data may be disclosed to them. We only provide these organisations with the information that they need to be able to perform their services. We will have in place an agreement with



our service providers which will restrict how they are able to process your personal data.

## Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please write to: LSCOPE, 71-75 Shelton Street, Covent Garden, London, United Kingdom, WC2H 9JQ, United Kingdom, or email us at [info@lscope.org](mailto:info@lscope.org)

## Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our data practices or applicable laws. We will notify you of any material changes by posting the updated policy on our learning platform with a revised "Last Updated" date.