

LGE Privacy Notice

Date of Policy	Sign Off by SLT	Review Date
28 Jul 2026	28 Jul 2026	28 Jul 2028

1. Introduction

- 1.1 Local Government East supports councils and public sector partners across the East of England through policy development, sector-led improvement, events, training, leadership development and collaborative programmes.
- 1.2 For the purposes of data protection legislation, Local Government East is the data controller for the personal information described in this privacy notice.
- 1.3 If you have any questions about this notice or how we process your personal information, please contact:

Data Protection Lead
Local Government East
West Suffolk House
Western Way
Bury St Edmunds
IP33 3YU

Email: info@localgoveasteng.gov.uk

2. Information You Provide to Us

- 2.1 When you contact us, complete a form on our website, request information, register for an event, subscribe to our communications or otherwise engage with our services, you may provide personal information such as:
 - Name
 - Job title
 - Organisation
 - Email address
 - Telephone number
 - Postal address
 - Billing information (where relevant)
- 2.2 We will use this information only for the purposes for which it was collected and in accordance with applicable data protection legislation.
- 2.3 Depending on the circumstances, the lawful basis for processing your personal information will be:
 - Consent where you have actively opted in to receive communications from us;
 - Performance of a contract where processing is necessary to administer an event, training course or service you have requested

- Legal obligation where we are required to process information to comply with the law; or
- Legitimate interests where processing is necessary to support our organisational functions and public sector improvement activities, provided those interests do not override your rights and freedoms.

2.4 We will retain personal information only for as long as necessary to fulfil the purpose for which it was collected or to meet legal, regulatory or financial requirements.

3. Contacting Officers of Member Authorities and Partner Organisations

3.1 As part of our role in supporting local government improvement, collaboration and sector development, we may collect and use the professional contact details of officers employed by:

- Local Government East member authorities
- Public sector organisations
- Government agencies
- Strategic partners
- Other organisations involved in projects, programmes, consultations, events or sector-led activities.

3.2 This information typically includes an individual's name, job title, organisation, work email address and business telephone number.

3.3 We process this information under the legitimate interests lawful basis to:

- Deliver programmes, projects and events
- Facilitate collaboration across the local government sector
- Seek input into consultations, research and policy development
- Share information relevant to professional roles and responsibilities
- Coordinate sector-led improvement activity
- Maintain and develop professional networks connected to our work.

3.4 We only contact individuals where there is a reasonable expectation that the communication is relevant to their professional role.

3.5 Where an individual no longer wishes to be contacted regarding a particular area of work, they may contact us using the details provided in this notice.

4. Registering for an Event

4.1 If you register to attend an event, workshop, conference, training course or development programme, we will use the information you provide to:

- Manage your booking
- Communicate event information and updates
- Issue joining instructions
- Manage attendance records
- Facilitate programme delivery
- Process payments and invoicing where applicable
- Evaluate and improve our services.

4.2 For some events or programmes, we may need to share limited personal information with:

- Event venues for security and access purposes
- Event partners
- Trainers or facilitators
- Technology providers supporting delivery of the event.

4.3 Where this applies, it will be made clear within the event details or booking information. Further information can be found in LGE's Events Booking and Cancellation Policy.

5. Salesforce

5.1 We use Salesforce as a customer relationship management and email communications platform. Personal information used for managing communications and subscriptions may therefore be stored and processed within Salesforce systems in accordance with appropriate contractual and security safeguards. Further information is available in Salesforce's Privacy Statement.

6. Information We Collect When You Visit Our Website

6.1 When you visit our website, we may collect certain information automatically through cookies and analytics tools. This information may include:

- IP address
- Browser type and version
- Device information
- Pages viewed
- Time spent on pages
- Referring websites
- Website navigation patterns

6.2 We use this information to:

- Maintain website security
- Monitor website performance
- Understand how visitors use our website
- Improve website functionality
- Enhance the user experience

7. Cookies

7.1 Cookies are small text files placed on your device when you visit a website.

7.2 Our website uses cookies to:

- Enable essential website functionality
- Remember preferences
- Improve website performance
- Provide anonymous usage statistics

7.3 You can control or delete cookies through your browser settings. However, disabling certain cookies may affect how the website functions.

8. Website Analytics

8.1 We use analytics services, including Google Analytics, to understand how visitors use our website.

8.2 Google Analytics uses cookies and similar technologies to collect information about website usage, including:

- Pages visited
- Length of visit
- Navigation behaviour
- Traffic sources.

8.3 The information collected is used for statistical reporting and service improvement. We do not use analytics information to identify individual users. Further information can be found in Google's Privacy Policy.

9. Sharing Your Information

9.1 We will only share personal information where necessary and appropriate, including with:

- Service providers acting on our behalf
- Event partners and facilitators
- Accreditation bodies
- Professional advisers
- Regulatory or law enforcement bodies where required by law
- Partner organisations involved in delivering programmes and services.

9.2 Where third parties process information on our behalf, we require them to maintain appropriate technical and organisational measures to protect your information. We do not sell personal information to third parties.

10. Your Data Protection Rights

10.1 Under UK data protection law, you have rights including:

- The right to be informed
- The right of access to your personal information
- The right to rectification
- The right to erasure in certain circumstances
- The right to restrict processing
- The right to data portability where applicable
- The right to object to processing based on legitimate interests
- Rights relating to automated decision-making and profiling

11. How to Access the Information We Hold About You

11.1 You can request a copy of the personal information we hold about you by making a Subject Access Request.

11.2 Please submit your request by email to info@localgoveasteng.gov.uk or write to:

Data Protection Lead
Local Government East
West Suffolk House
Western Way
Bury St Edmunds
IP33 3YU

12. Complaints

- 12.1 If you are concerned about how we have handled your personal information, please contact us in the first instance. You also have the right to complain to the Information Commissioner's Office (ICO):

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Website: www.ico.org.uk

