



Data Sharing and Tracing Solutions for the Public Sector

LoCTA Ltd. Privacy Policy

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Change Control

Version	Date	Description	Author
1.0	May 2018	Initial Draft	TC
1.1	Feb 2020	Updated to LoCTA Hub / LoCTA Ltd	TC
1.2	Jan 2023	Updated logo and layout	AW

Privacy Notice

LoCTA Hub, the application, is committed to protecting your privacy. This privacy statement explains data collection and user practices of the websites. By accessing the Site, you are consenting to the information collection and user practices described in this privacy statement.

Collection of your Personal Information

We will ask you when we need information that personally identifies you (personal information) or allows us to contact you to provide a service or carry out a transaction that you have requested such as receiving information about LoCTA's products and services or conducting a support session. The personal information we collect may include your name, company or organization name, work e-mail address and work telephone number. Include not to be used for any other purpose

The Site may collect certain information about your visit, such as the name of the Internet service provider and the Internet Protocol (IP) address through which you access the Internet; the date and time you access the Site; the pages that you access while at the Site and the Internet address of the Web site from which you linked directly to our site. This information is used to help improve the site, analyze trends and administer the site.

Each subscribing Local Authority sends though a subset of their data to LoCTA Hub via secure channels (SSH/SFTP) on a weekly schedule. This in turn is imported into the LoCTA Hub database so that users can query it for tracing via the website application.

The LoCTA Hub application is accessed only by Local Authority, County Council, and Central Government, employees for the purpose of preventing and tackling fraud and error.

The LoCTA Hub application is essentially an integrated tracing solution provided to subscribing Local Authorities to increase performance and cash flow in a wide variety of areas of tracing and recovery regarding Public Services e.g. National Benefit Search, Council Tax Search, Voters Roll Search etc.

- LoCTA Ltd are deemed the Data Processor of the LoCTA Hub application as it processes and stores Personal Information on behalf of the Local Authorities.
- The 'User' is deemed to be the Local Authority employee who is using the LoCTA Hub application.
- The data subjects are the individuals on which personal information is processed and stored.

LoCTA captures personal information directly only from what is provided to them by the Local Authorities within data files, and from available national data-sets 'Voters Roll' and 'Telephone Directory'.

The Personal Information processed and stored and retained by the LoCTA Hub application includes;

- First Name
- Surname
- Address
- Phone number
- Email address
- NINO
- Date of Birth
- Employer name and address
- Gender

The personal information collected on this Site will be used to operate the Site and to provide the service(s) or carry out the transaction(s) you have requested or authorised.

In support of these uses, LoCTA may use personal information to provide you with more effective customer service, to improve the Site and any related LoCTA products or services, and to make the Site easier to use by eliminating the need for you to repeatedly enter the same information or by customizing the Site to your particular preference or interests.

LoCTA may disclose personal information if required to do so by law or in the good faith that such action is necessary to (a) conform to the edicts of the law or comply with legal process served on the LoCTA website; (b) protect and defend the rights or property of LoCTA and its web sites; or (c) act in urgent circumstances to protect the personal safety of LoCTA employees or agents, users of LoCTA's products or services, or members of the public.

Control of your Personal Information

Except as otherwise described in this statement, personal information you provide on the Site will not be shared outside of LoCTA and its controlled subsidiaries and partners without your permission.

Security of your Personal Information

LoCTA is committed to protecting the security of your personal information. We use a variety of security technologies and procedures to help protect your personal information from unauthorized access, use, or disclosure.

Use of Cookies

We use cookies on this Site to ensure the integrity of the registration process and to personalize the Site. A cookie is a small text file that is placed on your hard disk by a Web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a Web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. For example, if you personalize a web page, or navigate within a site, a cookie helps the site to recall your specific information on subsequent visits. This simplifies the process of delivering relevant content, eases site navigation, and so on. When you return to the Web site, the information you previously provided can be retrieved, so you can easily use the site's features that you customized.

You have the ability to accept or decline cookies. Most Web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of this or other Web sites you visit.

Cookies used:

Cookie	Purpose
FedAuth	Created on user log in, it retains your identifier for the server.
__RequestVerificationToken	We post back forms on every page, be it for login, searches, filters... this is a security token so that only the Locta UI can perform these searches.

GDPR Compliance Policy

LoCTA Ltd have a full GDPR Compliance Policy available to download from www.locta.co.uk/ or we can provide it by email on request. Contact details below.

TransUnion (CRA) within LoCTA

Credit reference agencies (CRAs), in conjunction with the ICO and major financial services trade associations, developed a common form of privacy notice that the financial services industry had to incorporate within their privacy policies in order for data sharing to continue. The notice developed by TransUnion is called the TransUnion Bureau Privacy Notice, and the adoption of this will ensure that the financial services industry delivers standardised, clear and consistent information to consumers to explain how we use and share personal information, the type of information we hold, where it comes from and the legalities of how it is handled.

The notice can be found at the following address:

<https://www.callcredit.co.uk/legal-information/bureau-privacy-notice>

Questions & Complaints

Please contact LoCTA Ltd regarding any questions or complaints that you may have in relation to the LoCTA Hub application or this privacy notice.

Contact Details

To contact LoCTA Ltd please email info@locta.co.uk or write to our correspondence address:

2nd Floor, Sovereign House, Stockport Road, Cheadle, SK8 2EA

Changes to this privacy notice

We reserve the right to update this privacy notice at any time, and we will provide a new privacy notice when we make any substantial updates.