

LLT Media Confidentiality and Data Security Policy



1. Introduction

LLT Media is committed to safeguarding the confidentiality and security of all client information. This policy outlines the measures we take to protect sensitive data, ensure compliance with data protection laws, and maintain the trust of our clients. We recognise the importance of maintaining strict confidentiality and the secure handling of all data to protect the interests of our clients.

2. Scope

This policy applies to all employees, contractors, and third parties who have access to client information through LLT Media. It covers all forms of data, including digital, electronic, and physical records, related to client projects, business operations, and personal data.

3. Confidentiality Obligations

- **Client Information Handling**: Any information shared by the client, including business plans, marketing strategies, and customer data, will be treated as confidential. This information will only be used for the purpose of providing agreed-upon services and will not be disclosed to any unauthorised individuals.

- **Third-Party Access**: If it is necessary to share client information with third-party service providers (e.g., for technical support or analytics services), LLT Media will ensure that these providers are bound by confidentiality agreements that are as stringent as our own. Client consent will be obtained before sharing any data with third parties.

4. Data Security Measures

- **Access Control**: Access to client data is restricted to authorised personnel only. Each employee or contractor is granted access to the minimum level of information required to perform their duties. This access is regularly reviewed and adjusted as necessary.

- **Data Encryption**: All sensitive client data is encrypted both in transit and at rest. This includes data stored on our servers, as well as data being transmitted via email or other communication channels. Encryption standards are regularly updated to comply with industry best practices.

- **Secure Storage**: Physical records containing client information are stored in secure, locked locations. Digital data is stored on secure servers with robust firewalls and intrusion detection systems. Regular backups are performed to ensure data integrity and availability.
- **Password Management**: All systems and databases containing client information are protected by strong, regularly updated passwords. Multi-factor authentication (MFA) is used where possible to add an extra layer of security.

5. Data Handling Practices

- **Data Minimisation**: LLT Media only collects the data necessary for the performance of our services. We do not request or store unnecessary client information, and we regularly review our data collection practices to ensure compliance with this principle.
- **Data Retention and Deletion**: Client data is retained only for as long as necessary to fulfil the purposes for which it was collected, or as required by law. Upon termination of a contract, or at the client's request, all client data will be securely deleted from our systems, including any backups, unless required to be retained by law.
- **Incident Response**: In the event of a data breach, LLT Media will promptly notify affected clients and take all necessary steps to mitigate the breach. We will also conduct a thorough investigation to determine the cause of the breach and implement measures to prevent future occurrences.

6. Client Rights

- **Data Access**: Clients have the right to access the data LLT Media holds about them. Requests for data access will be handled promptly, and clients will be provided with a copy of their data in a readable format.
- **Data Correction and Deletion**: Clients may request the correction of any inaccurate data or the deletion of their data from our systems at any time, provided that the data is not required to be retained by law.
- **Consent Withdrawal**: Clients may withdraw their consent for data processing at any time. LLT Media will cease processing the client's data and securely delete it, unless required to retain it by law.

7. Compliance and Training

- **Legal Compliance**: LLT Media complies with all relevant data protection laws, including the UK Data Protection Act 2018 and the General Data Protection Regulation (GDPR). We regularly review our data protection practices to ensure compliance with any updates to these regulations.

- **Employee Training**: All employees and contractors receive regular training on data protection and confidentiality best practices. This training includes guidance on secure data handling, recognising potential security threats, and responding to data breaches.

8. Review and Updates

This Confidentiality and Data Security Policy is reviewed annually or as required to ensure it remains up-to-date with legal requirements and best practices. Clients will be informed of any significant changes to the policy.

9. Conclusion

LLT Media is committed to maintaining the highest standards of confidentiality and data security. By adhering to this policy, we aim to protect our clients' data, maintain their trust, and comply with all relevant legal requirements. We are dedicated to continuously improving our security practices to safeguard against emerging threats.

This policy was reviewed and adopted by	LLT MEDIA
REVIEW DATE:	AUGUST 2024
NEXT REVIEW DATE:	AUGUST 2025