

Privacy Policy

This is the Privacy Policy of Lloyd James Media Group the trading name of Tele Prospects Ltd, a company registered in England and Wales (Registered Number 05091787) whose registered address is Swinford House, Albion Street, Brierley Hill, West Midlands, DY5 3EE.

Tele Prospects Ltd (t/a Lloyd James Media Group) is committed to acting in compliance with the General Data Protection Regulation and Data Protection Act 2018. Our ICO Registration number is Z9386334.

We collect consumer data under the brand names of Lloyd James Media Group and Lifestyle Research.

Lloyd James Media Group is a marketing services company. We hold your personal data in our database and process it for direct marketing campaigns on behalf of our clients. We are committed to protecting your privacy and maintaining the security of any personal information received from you. We follow strict security procedures in the storage and disclosure of information, which you may have given us, to prevent unauthorised access in accordance with stringent requirements of the UK General Data Protection Regulation and Data Protection Act 2018.

The purpose of this statement is to explain to you what personal information we collect and how we may use it.

Our Lawful Basis For Processing Personal Data

Lloyd James Media Group is a marketing services company. The data we collect from you is for marketing purposes. We may supply your information to clients for marketing or relationship management purposes.

The main purposes to which your data is used is to allow our clients to provide you with information about goods and services which they think may be of interest to you and/or to maintain any existing relationship they may have with you. Such information may be provided by marketing communications or advertising which is tailored to your interests.

In accordance with the UK General Data Protection Regulation we can use personal information where the benefits of doing it are not outweighed by the interests or fundamental rights or freedoms of individuals.

Our lawful basis for processing personal data for direct marketing is known as Legitimate Interest. The benefits being pursued by our organisation are the running of a marketing services and data business. However, when processing personal data for the purposes of electronic marketing including email and SMS, we will obtain your express, opt-in consent.

What Data We May Collect From You And How We Will Use Your Data

Lloyd James Media Group conducts online and digital campaigns to collect information from you for marketing purposes. This helps us ensure that the goods and service offers which we and our clients wish to make to you are relevant and tailored to your responses and what we know about you. The marketing communication may be through:

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- Email marketing
- Postal /Mailing Marketing
- Live Telemarketing
- SMS/MMS Mobile Message Marketing
- Online Digital / Social Media Advertising

In accordance with the Privacy and Electronic Communications (EC Directive) Regulations 2003 any marketing communication we make to you through emails and texts are only where we have been given explicit permission to do so.

We operate an email mailing programme called Lifestyle Surveys. Subscribers can unsubscribe at any time through an automated online service, or if not available, other means as detailed in the footer of sent marketing messages.

The information we collect includes your name and contact information. We will never ask you for your bank account details, nor do we collect sensitive information about your medical history, religious or political belief.

Those clients and partners who would wish to send you marketing communications or to advertise to you will fall into the following categories:

Finance	Loans, credit cards and mortgages
	Investments & savings
	Wills
	Funeral Planning
	Pensions
Insurance	Home
	Car
	Travel
	Pet
	Personal
	Other insurances
Legal Services	Claims Management
	Mis-sold Financial Products
Lifestyle	Health & Well-being (including mobility)
	Fitness
	Charities
	Media & publishing companies
	Leisure
	Gaming
	Educational institutions
	Market Research

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Retail	Online retail
	General stores
	Automotive (including sales, accessories, rentals or repairs)
	Property
	Home furnishings
	Home improvement
	Fashion and clothing
	Telecoms and Utilities
	Mail Order
	Home Services
Travel	Hotel
	Airlines
	Travel booking
	Holidays

Analysis and derivative data products

Sometimes your data will be used for analysis purposes or to build data products. In these instances, the information is aggregated and wherever possible anonymised in line with the Information Commissioner's code of practice. Again, these products are of a marketing nature.

Profiling

Lloyd James Media Group may use your data to group consumers into profiles, who are more likely to have common habits and interests. Profiling is summarising consumer data which include lifestyles, preferences, demographics, and purchasing patterns. It offers additional insight into customers and to help our clients to identify and gain a deeper understanding of their target market, enabling relevant and tailored marketing. We do not use profiling or any of the data we hold to make automated decisions about you.

Who We Will Share Your Data With

Lloyd James Media Group companies and brands:

Lloyd James Media Group, Tele Prospects, TPL Media, Consumer Savers Club, Lifestyle Research, Britpoll, Lifestyle Preference, Savers Club, Creative Saver, Connecting Consumer, Compare Today, Super Savvy You, Click Fuel Media, Lloyd James Media.

Marketing Services Providers:

We will share your data with the Marketing Services Providers, some of them are listed below, who will use it to create products and services to help organisations better understand the likely characteristics of their customers; communicate with them more effectively; and find others like them across a range of marketing channels. This may mean that you receive advertising that is more

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relevant to you via direct mail or when you visit a website. To understand more please click through to the websites of the companies below:

Experian Ltd
REaD Group
Lloyd James Media Limited
Indicia

Data Retention And How We Retain Data

In accordance with the GDPR, personal data shall be kept for no longer than is necessary for the purposes for which it is being processed.

Lloyd James Media Group's systems store personal data therefore all reasonable precautions shall be taken to ensure that appropriate confidentiality and control procedures are in place. We take the security of your data and the accessibility to our systems very seriously, with an emphasis on physical security, network and application security.

Transferring your data outside of the EU:

Please note that personal information may be transferred, accessed and stored globally as necessary for the uses and disclosures stated above in accordance with this policy. This will only be done with a contract that has been approved by the Information Commissioner with the recipient of your personal information that provides a suitable level of high quality protection.

Data Breach

Lloyd James Media Group have a procedure in place if a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data transmitted, stored or otherwise processed.

We will assess the scope and impact of the breach. If, due to the nature of the breach that Lloyd James Media Group is required to inform the ICO, we will do so within 72 hours of becoming aware of the essential facts of the breach.

Based on the assessment of the likely risks to individuals, we will notify the individuals and/or their connected organisations that a data breach has occurred where this may result in a significant risk to the rights and freedoms of individuals, or where we may be in breach of a contractual obligation. Any such notification to individuals will be carried out as soon as reasonably possible and will include information on the nature of the breach, the name and contact details of our Data Protection representative, the likely consequences of the breach, measures taken or proposed by Lloyd James Media Group to address it, and recommendations for affected individuals to mitigate any potential adverse effects. Such individuals will also be provided advice on how to make a complaint to the ICO.

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Your Right To Withdraw

Lloyd James Media Group respects your rights to your personal data. The GDPR provides the following rights for individuals:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling.

If you do not wish Lloyd James Media Group to use your personal data for direct marketing of our goods and services, you have the right to withdraw your permission at any time and can unsubscribe using the link in any email you have received from us or you can notify us in writing either by email to compliance@lloydjames.com or in writing to:

Compliance Dept
2nd Floor, 84 Salop Street
Wolverhampton
WV3 0SR

How We Use Cookies

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to analyse aggregate information. A cookie is a small file of letters and numbers that we put on your computer. These cookies allow us to distinguish you from other users of our websites, which helps us to provide you with a better experience when you browse our websites and allows us to improve our sites. The cookies we use are “analytical” cookies. They allow us to recognise and count the number of visitors and to see how visitors move around the sites when they are using them. This helps us to improve the way our websites work, for example by ensuring that users are finding what they are looking for easily. Our cookies are not used to collect personally identifiable information about you.

We list below the cookies we use on each of our websites and provide a brief explanation of what those cookies do. Most web browsers allow some control of most cookies through the browser settings. For more information on this, and more information about cookies in general, you may wish to visit www.aboutcookies.org. For information about how to delete cookies from your mobile ‘phone you will need to refer to your handset manual. Please be aware that restricting cookies is likely to impact on your ability to use our websites effectively and may make areas of our websites inaccessible or inoperable. The cookies we use are as follows:

utma (Unique visitor cookie)
utmb (Session cookie)
utmz (Campaign cookie)
utmv (Visitor segmentation cookie)

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utm_x (Google website optimizer cookie)

How You Can Obtain Data We Hold About You

You have the right to know what information we hold on our system about you at any given time. To obtain details of the information we hold as it relates specifically to you, you may contact Lloyd James Media Group at the following address:

Compliance Dept
2nd Floor, 84 Salop Street
Wolverhampton
WV3 0SR

Alternatively you can email to compliance@lloydjames.com with the subject line: Information Request.

When contacting us to ascertain the information we hold about you, it would be helpful if you could provide us with details of your full name, address and contact details.

How You Can Contact Us

If you have any questions or comments about this Privacy Policy, wish to exercise your information rights in connection with the personal data you have shared with us or wish to complain, please contact us at:

Compliance Dept
2nd Floor, 84 Salop Street,
Wolverhampton
WV3 0SR

How can I make a complaint?

To make a complaint please write to:

Lloyd James Media Compliance
2nd Floor, 84 Salop Street
Wolverhampton
WV3 0SR.

Alternatively, you can email details of your complaint to compliance@lloydjames.com or you can call us on 0800 288 9949, select option 4 for customer services and leave us a message and we will get back to you.

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance using the contact details set out above.

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Changes To The Policy

Lloyd James Media Group reserves the right to modify or update this Privacy Policy from time to time. Any changes we may make to our Privacy Policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our Privacy Policy.

Last updated 4th March 2021