

Privacy & Cookie Policy

Lean Competency Services Ltd (LCS) · Last updated 2 July 2026

This policy explains how Lean Competency Services Ltd (“LCS”, “we”, “us”) collects and uses your personal data when you use the LCS Accreditation Portal, and which cookies we set. We process personal data in accordance with the UK GDPR and the Data Protection Act 2018, and use cookies in accordance with the Privacy and Electronic Communications Regulations (PECR).

Who we are

Lean Competency Services Ltd is a company registered in England and Wales (company number **08624706**). We manage and control the Lean Competency System and operate this portal to administer accreditation, membership, and certificates. We hold a licence from Cardiff University to use their trademarks in conjunction with the Lean Competency System. For any privacy question or to exercise your rights, contact us at info@leancompetency.org.

Who controls your data

Our role under UK data protection law depends on the data (this reflects clause 11 of the LCS Accreditation Terms & Conditions you accept when applying):

- For your **account and portal data**, and for the certification records held in our Certification Register, LCS is the **controller**.
- Where an accredited organisation enters a **certified individual's** (learner's) details into the portal, that organisation and LCS are **joint controllers** for the initial submission of those details. LCS is the primary contact point for certified individuals wishing to exercise their rights over data held in the Certification Register.
- When we process an organisation's own employee/representative data purely to deliver the accreditation services on that organisation's instructions, the organisation is the controller and LCS acts as **processor**.

What we collect and why

- **Account & contact details** (name, email, organisation, role) — to create your account, authenticate you, and communicate about your accreditation.
- **Accreditation & certificate data** (submissions, trainers, learners, evidence you upload) — to assess and administer accreditation and issue certificates.
- **Certification Register** — for each certificate issued we hold the certified individual's full name and email address, the Lean Competency System level awarded, the date of award, and the unique certificate reference number. This register underpins the public verification of LCS certificates.

- **Operational data** (audit logs, security and error diagnostics) — to keep the service secure, reliable, and to meet our legal obligations.

Our lawful bases include performance of a contract, our legitimate interests in running the accreditation scheme securely, consent where you provide it, and compliance with legal obligations. We keep personal data only for as long as necessary for these purposes or as required by law. Certification records are retained in the Certification Register to maintain the integrity of the Lean Competency System qualifications framework.

Cookies

A cookie is a small file stored on your device. The portal uses a small number of **strictly necessary** cookies — they are essential for signing you in and completing actions you request. We do **not** use analytics, advertising, or third-party tracking cookies, and we do not use them to profile you.

Cookie	Purpose	Type	Duration
better-auth.session_token	Keeps you signed in (authentication).	Strictly necessary	Until you sign out / session end
better-auth (CSRF / state)	Protects sign-in and account actions against cross-site request forgery.	Strictly necessary	Session
lcs_pending_invite	Remembers your invitation while you register and verify your email.	Strictly necessary (functional)	7 days
lcs_pending_invite_email	Remembers the email your invitation was sent to during registration.	Strictly necessary (functional)	7 days

Because every cookie we set is strictly necessary for the portal to work and for actions you request, PECR does not require us to ask for your consent via a cookie banner. This notice is provided so you know what we use and why. You can block or delete cookies in your browser settings, but the portal may not function correctly (for example, you may not be able to stay signed in).

Your rights

Under UK data protection law you have the right to access your personal data, to have it corrected or erased, to restrict or object to certain processing, and to data portability. To exercise any of these rights, contact us at info@leancompetency.org — we are the primary contact point for certified individuals exercising rights over data held in the Certification Register. We may decline an erasure request where retention is necessary for the establishment, exercise or defence of legal claims, or for a task in the public interest such as maintaining the integrity of the Lean Competency System qualifications framework. You also have the right to complain to the Information Commissioner's Office (ICO) at ico.org.uk.

Contact

If you have any questions about this policy or how we handle your data, email info@leancompetency.org.