

Customer Privacy Statement Of TLC Home and Property Services

Statement

TLC Home and Property Services understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all our customers and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

What Does This Notice Cover?

1. This Privacy Information explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

What is Personal Data?

2. Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the “GDPR”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’. Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers. The personal data that we use is set out in Part 4, below.

What Are My Rights?

3. Under the GDPR, you have the following rights, which we will always work to uphold:
 - 3.1 The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Part 10.
 - 3.2 The right to access the personal data we hold about you. Part 9 will tell you how to do this.
 - 3.3 The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in Part 10 to find out more.
 - 3.4 The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have. Please contact us using the details in Part 10 to find out more.
 - 3.5 The right to restrict (i.e. prevent) the processing of your personal data.
 - 3.6 The right to object to us using your personal data for a particular purpose or purposes.
 - 3.7 The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.
 - 3.8 Rights relating to automated decision-making and profiling. we do not use your personal data in this way.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 10. Further information

about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau. If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

What Personal Data Do You Collect?

4. 4.1. We may collect some or all of the following personal data (this may vary according to your relationship with us):
 - 4.1.1. Name, address and contact details, including email address and telephone number (personal and business linked);
 - 4.1.2. Details of bank account –(if you require a refund only)
 - 4.1.3. Information about nationality and UK right to work;
 - 4.1.4. Information about your marital status (simply to call you Mr, Miss, Mrs Etc)

How Do You Use My Personal Data?

5. Under the GDPR, we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it.

Your personal data may be used for one of the following purposes:

- 5.1.1. Providing and managing your installation.
- 5.1.2. Supplying our services to you. Your personal details are required in order for us to enter into a contract with you.
- 5.1.3. Personalising and tailoring our services for you.
- 5.1.4. Communicating with you. This may include responding to emails or calls from you.
- 5.1.5. Supplying you with information by email or post that you have opted-in to.

You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.

How Long Will You Keep My Personal Data?

6. We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for the following periods (or, where there is no fixed period, the following factors will be used to determine how long it is kept):
 - 6.1.1. Relevant personal data will be held indefinitely whilst you are a client. If we disengage with you at any time we are required to keep certain information for 7 years. After the period has ceased it will be deleted.

How and Where Do You Store or Transfer My Personal Data?

7. We will only store or transfer your personal data in the UK. This means that it will be fully protected under the GDPR.

Do You Share My Personal Data?

8. 8.1. We will not share any of your personal data with any third parties for any purposes, subject to one important exception.
- 8.2. In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

How Can I Access My Personal Data?

9. 9.1. If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a “subject access request”.
 - 9.1.1. All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 10.
 - 9.1.2. There is not normally any charge for a subject access request. If your request is ‘manifestly unfounded or excessive’ (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.
 - 9.1.3. We will respond to your subject access request within one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

How Do I Contact You?

10. To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details (for the attention of Abbie Pratchett):

Email address: abbie@tlc-services.co.uk

Telephone number: 01206 769899

Postal Address: 128 But Road, Colchester, Essex CO3 3DP

Changes to this Privacy Statement

11. 1. We may change this Privacy Statement from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.
 - 11.2. Any changes will be made available to all parties as this privacy statement will be revised and reissued.

Last Reviewed : 22/05/2018

Next Review : 22/05/2019

Signed:



Title: Managing Director

Date: 22/05/2018