

TLG Privacy Notice

At TLG Gutters we take care to protect the privacy of our customers and their associates.

This privacy notice is a public declaration of how TLG Gutters applies the data protection principles and right afforded to individuals by the General Data Protection Regulations (GDPR), to the personal data we process. TLG Gutters is committed to complying with the principles relating to the processing of personal data under GDPR.

Who is collecting information about me?

Trading Name: Mr. A E Knopp Trading as TLG

Registered Office address: 20 Crawley Road, Derby, DE24 9FZ

Data Protection officer / Point of contact: Ashleigh Lewis, TLG Gutters, 20 Crawley Road, Derby DE24 9FZ

Email: tlggutters@gmail.com

What is your legal basis for processing my information?

TLG Gutters process your data on the legal basis of consent, contractual obligations, legal compliance, and legitimate interest.

Consent: We can collect and process your data with your consent. An example of this is when you tick a box to say you consent to us contacting you via the means of contact you have provided for the purposes of a quotation, or when you verbally agree to us providing you with a quotation over the phone.

Contractual Obligations: We may need your personal data to comply with our contractual obligations to you. For example, if you order from us, we will need to collect your address to be able to make arrangements for material deliveries, skip or scaffolding arrangements and to advise our fitters of where the works are situated.

Legal Compliance: If the law requires us to, we may need to collect and process your data. This may be details of people involved in fraud or other criminal activities affecting the partnership to law enforcement.

Legitimate Interest: In specific situations, we may require your data to pursue our legitimate business interests in a way that might be reasonably be expected as part of running our business and which does not materially impact your rights, freedom or interests. For example, we may email or write to you to ask for feedback on our service or ask if a potential customer can contact you to arrange to come and view the works we have completed on your behalf.

When do we collect your personal Data?

- When you visit our websites and complete an online quotation request
- When you contact us over email or by phone requesting a quotation or any other information from us in relation to our products and services.

- When you engage with us on social media
- When you contact us by any means with queries, feedback or complaints.
- When you book an appointment for us to come out and see you in order to provide an estimate or quotation for our services
- When you actively engage in employing our services
- When paying for services provided
- When you choose to complete a survey form on our behalf that we send you or request completion of
- When you comment on or review our products and services
- When you have given a 3rd Party permission to share with us the information they hold about you.
- If you visit our Head Office, there is a CCTV system in operation for the security of both our employees and visitors. These systems may record your image during your visit.

What Personal Data do we collect?

TLG collects data to operate effectively and provide you the best experiences with our products and services. You provide some of this data directly, such as when you email us directly with an enquiry, submit a quotation or contact request from our websites through email, or call our office for a quotation or a site visit. We get some of it by recording how you interact with our website, using technologies like [cookies](#).

You have choices about the data we collect. When you are asked to provide personal data, you may decline. But if you choose not to provide data that is necessary to provide a product or service, you may not be able to gain access to that product or service.

The data we collect depends on the context of your interactions with TLG and the choices you make in terms of your requirements from TLG.

Name and contact data. We collect your first and last name, email address, postal address, phone number, and other similar contact data (such as your social media username, if you interact with us through those channels, to help us respond to your comments, questions or feedback.

Payment data. We collect data necessary to process your payment if you make purchases, such as your payment instrument number (such as a credit card number), and the security code associated with your payment instrument.

Unique data. We collect data about your property (specifications in relation to your enquiry). For example, we collect:

- *Information in relation to your rainwater system*
- *Access restrictions to the rainwater system on your property*
- *Type of property you own (such as semi-detached, bungalow, terraced etc.)*

Content. We also collect information you provide to us and the content of messages you send to us, such as feedback and product/service reviews you write, or questions and information you provide for customer support. When you contact us,

such as for customer support, phone conversations with our representatives may be monitored and recorded.

How and why we use your Personal Data?

TLG uses the data we collect for two basic purposes, described in more detail below:

(1) to operate our business and provide (including improving and personalising) the products and services we offer,

(2) to send communications regarding these products and services, including promotional communications to you where applicable.

Providing and improving our products. We use data to provide and improve the products and services we offer and perform essential business operations. This includes providing the products and services, maintaining and improving the performance of the products and services, using available maps and google earth to view your property and providing customer support. Examples of such uses include the following:

- **Providing the Products and services.** We use data to carry out your transactions with us and to provide our products and services to you. These products and services are based on the data we have received from you.
- **Customer support.** We use data to diagnose product and service problems, carry out service calls, and provide other customer care and support services.
- **Product Improvement.** We use data to continually improve our products and services.
- **Business Operations.** We use data to develop aggregate analysis and business intelligence that enable us to operate, protect, make informed decisions, and report on the performance of our business.

Communications. We use data we collect to communicate with you and personalize our communications with you. For example, we may contact you by phone or email or other means to inform you when your work is due to commence, products are to be delivered, update you and/or inquire about a service or repair request.

Of course, if you wish to change how we use your data, you'll find the details in the **How to Access & Control your Personal Data** section.

If you choose not to share your personal data with us, or refuse certain contact permissions, we might not be able to provide some services you've asked for.

Reasons We Share Personal Data

We share your personal data with your consent or as necessary to complete any transaction or provide any product you have requested or authorized. For example:

(1) In order to provide you with a quotation, we may have to send your data (name, address, and contact number) to a 3rd Party scaffolding company and/or skip company to obtain quotation for works on your behalf and or arrange for delivery of a skip and/or erection and dismantling of scaffolding.

(2) When you provide payment data to make a purchase / pay an invoice, we will share payment data with banks and other entities that process payment transactions or provide other financial services, and for fraud prevention and credit risk reduction.

(3) We also share personal data with vendors or agents working on our behalf for the purposes described in this statement. For example, companies we've hired to support or assist in protecting and securing our systems and services may need access to personal data to provide those functions. In such cases, these companies must abide by our data privacy and security requirements and are not allowed to use personal data they receive from us for any other purpose. We may also disclose personal data as part of a corporate transaction such as a merger or sale of assets.

Finally, we will access, transfer, disclose, and preserve personal data, including your content (such as the content of your emails), when we have a good faith belief that doing so is necessary to:

(1) Comply with applicable law or respond to valid legal process, including from law enforcement or other government agencies;

(2) Protect our customers, for example to prevent attempts to defraud users of our products and services, or to help prevent the loss of life or serious injury of anyone;

(3) Protect the rights or property of TLG, including enforcing the terms governing the use of our products and services.

How to Access & Control your Personal Data

Accessing your Personal Data:

If you would like to access the data we hold on you, you can contact TLG at any time (via any written means) and request the information to be sent to you (via any written means). TLG will send this information to you within 30 days of receiving your written request.

Rectify your Personal Data:

You have the right to have inaccurate personal data rectified or completed if it is incomplete. You can make a request for rectification verbally or in writing. We will ensure we respond to all requests within 1 calendar month.

Rights to have your Personal Data Removed:

You have the right to have your personal data erased if:

(1) the personal data we hold is no longer necessary for the purpose in which we originally collected or processed it for;

(2) we are relying on consent as your lawful basis for holding the data, and you withdraw your consent;

(3) we are relying on legitimate interests as the basis for processing, the individual objects to the processing of their data, and there is no overriding legitimate interest to continue this processing;

(4) we are processing your personal data for direct marketing purposes and the you object to this processing;

(5) we have processed your personal data unlawfully (i.e. in breach of the lawfulness requirement of the 1st principle);

If you would like us to remove the personal data we hold on you, you can contact TLG at any time (via any written means) and request the information to be removed. TLG will confirm the erasure of this information to you within 30 days of receiving your written request (via any written means).

Rights to restrict the processing of your Personal Data:

You have the right to restrict the processing of your personal data where there is a particular reason for wanting the restriction. This may be because you have issues with the content of the information we hold or how we have processed your data. You have the right to request that we restrict the processing of your personal data in the following circumstances:

(1) you contest the accuracy of the personal data we hold on you and we are verifying the accuracy of the data;

(2) the data has been unlawfully processed (ie.in breach of the lawfulness requirement of the first principle of the GDPR) and you oppose erasure and request restriction instead;

(3) we no longer need the personal data but you need us to keep it in order to establish, exercise or defend a legal claim; or

(4) you have objected to us processing your data under Article 21(1), and we are considering whether our legitimate grounds override those your objections.

Restricted data will not be processed (only stored) until you have given your consent for us to process it again; it is for the establishment, exercise or defence of legal claims; it is for the protection of the rights of another person (natural or legal); or it is for reasons of important public interest.

Rights to data portability

Data portability refers to the data providers ability to request information from us in a format that allows the data provider to transfer this data to other automated platforms for their use (example: information formatted to be able to do price comparisons across several service providers at the same time). TLG do not have these types of system-based programmes to be able to do this, and as such, we cannot provide files for data providers to do this with. However, we can at any time tell you exactly what information of yours we do store. We can produce a report for you in a word or excel document as required. If you would like a copy of your personal data, you can contact TLG at any time (via any written means) and request the information. We will forward you all the information we have of yours within 30 days of receiving your written request (via any written means).

Rights to object to Data Processing

We only use your data in the legitimate interest of providing the service's you request from us. We do not use or transfer your data to any third parties outside of those we need to use in order to fulfil our requirements to provide you with a service you have requested (example: if we are completing a quotation for works you have requested from us, we may need to engage 3rd Party scaffolding companies in order to price up your scaffolding requirements. In this case, we may need to give them your address details, a photo of the area requiring scaffolding, or your name and contact number should they need to contact you directly). We will communicate this with you at the time, should one of our 3rd parties need to contact you directly.

You may object to us processing your personal data at any time by writing to us. We will stop processing your data immediately, unless the processing is for the establishment, exercise or defence of legal claims.

How we protect your Personal Data

We know how much data security matters to our customers, and with this in mind we treat your data with the utmost care and take all the appropriate steps to protect it.

All communications (quotation requests and contact forms) coming from our websites are delivered to an encrypted mailbox initially, before they are delivered into our email inbox.

Your personal data is secured on password encrypted databases, and we will never share these databases with any third parties. The only time we share any of your personal data, it in the legitimate interest of supplying you with a product and or service that means we have to give personal data to another supplier in order to fulfil our obligations to you.

All our data (weather it be stored on an electronic device such as a computer or in paper format) is secured within an office that is locked and alarmed overnight, with CCTV monitoring the building at all times. Your data is never left in a vulnerable position, and we regularly monitor our systems for possible vulnerabilities and attacks. We also change our passwords on a monthly basis to ensure our systems stay protected at all times.

We do not store any payment data or write down any personal payment details. If you call us to make payment, we either complete the payment transaction with you on the phone through our WorldPay terminal, or we complete this through WorldPay on-line. Both systems use encryption at source, so your details will not be able to be processed again after the initial transaction, unless you give us the details again.

How long will we keep your Personal Data?

Whenever we collect or process your personal data, we will only keep it for as long as is necessary for the purpose for which it was collected.

At the end of the retention period, your data will either be deleted completely or anonymised. For example, we will remove your personal data and aggregate it for statistical analysis and business planning.

Here are some examples of Personal data retention periods:

(1) Orders: When you place an order with us we will keep the data you give us for 10 years from the date we issue you with our 10 Year guarantee for works we conduct on your behalf. Once this 10 Year guarantee is up, we will safely dispose of your personal details as appropriate.

(2) Quotations: When we complete a quotation with the data you give us, we will keep this data for the period of 1 year. At the end of this period, all data will be safely disposed of in accordance with our Data Disposal Policy

What to do if you feel your data has not been handled correctly

If you feel we have not handled your data correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

You can contact them by calling 0303 123 1113

Or go online to www.ico.org.uk/concerns (opens in a new window; please note we can't be responsible for the content of external websites).

We do not operate or supply goods and services outside of the UK.

What if you still have questions in relation to your Personal Data?

We hope that this privacy Notice has been helpful in setting out the way we handle your personal data and your rights to control it.

If you have any questions that we may not have covered, please do contact our Data Protection Officer who will be happy to help you:

Email us on tlggutters@gmail.com or write to us at:

Data Protection Officer
TLG Gutters
20 Crawley Road
Derby
DE24 9FZ