

Privacy Notice

A guide to how TDA Group use your information

TDA Group (“We”) are registered as a ‘data controller’ with the Information Commissioner’s Office (Registration Reference No ZA175198) and a description of how we use personal information is included in our entry on the data protection register which is maintained by the Information Commissioner’s Office.

We know how important it is to keep personal information safe that is why we are committed to making sure that your privacy is protected every step of the way. We comply with the Data Protection Act 2018 (DPA)/ General Data Protection Regulation (GDPR Regulation EU 2016/679) (“the Act”) and we promise to keep your data safe and private and not to sell your data.

This brief notice explains how we use and share your information. Information may be collected on a paper or online form, by telephone, email, CCTV or by a member of our staff, or one of our partners. To accompany this Privacy Notice is a full **TDA Group Privacy Policy** that we recommend you read if you need further more in depth details.

Why do we collect information about you?

We need to collect and hold information about you, for a variety of reasons including:

- when you engage us to deliver our services
- understanding your needs to be able to provide the services that you have requested
- confirming your identity
- to contact you by post, email or telephone in relation to those services
- preventing and detecting fraud and corruption
- to ensure we meet any legal obligations
- to process any financial transactions including processing or where we are acting on behalf of other government bodies, e.g. to collect tax and monies owed to us
- for other legitimate business purposes

Some examples of the types of personal information we collect:

- name
- address
- telephone number, including mobile
- email address
- payment details
- ip address for your device, if you visit our website (Our TDA Group Cookie Policy gives further information on this process)

We may not be able to provide you with our services unless we have enough information, or your permission to use that information, rest assured we will only use this information to deliver our services. We will use the information you provide in a manner that conforms to the Act. We will endeavour to keep your information accurate, up to date and not keep it for longer than necessary, however in some instances the law sets the length of time information has to be kept. Please let us know if the data we hold is not correct.

Information provided to third parties

We will not pass any personal data on to third parties, other than those who either process information on our behalf, or because of a legal requirement, and it will only do so, where possible, after we have ensured that sufficient steps have been taken to protect that data.

An example of where we may send personal data to a third party is in the maintaining and processing payments (e.g HM Revenue & Customs).

If we need to use products or services which processes personal information we will only use DPA/ GDPR compliant companies to help deliver our services. Wherever possible we select service providers who hold data within the UK. If we do transfer any information outside of the European Economic Area (EEA), we will always ensure that those hosted services meet the same or similar standards that are used in the UK.

How we protect your information

We confirm that the information you provide will be completely protected with rigorous security safeguards in place such as firewall, virus and password protection to prevent unauthorised access. We have procedures in place to make sure data can't be seen, accessed or disclosed to anyone who shouldn't see it.

We will not disclose your personal information to anyone else without your permission, except in the few situations where disclosure is required by law, or where we have good reason to believe that failing to share the information would put someone else at risk.

Keeping your information

We will not keep your information longer than is needed taking into account whether we have any legal obligations requiring us to continue to process your information (imposed by relevant law or regulations).

We confirm we will always dispose of paper records or delete any electronic personal information in a controlled and secure way.

If you have any questions or comments about this Privacy Notice please contact:

TDA Group Data Protection Manager
Tor Hill House, Torquay TQ2 5QW
(Email: dpa.manager@tda.uk.net)

Last modified: 16th March 2021

We want to make sure that the personal data we hold about you is accurate and up to date. If any of the details are incorrect, please let us know and we will amend them.