**GDPR: DATA PRIVACY NOTICE FOR CLIENTS AND SUPPLIERS**

**Introduction**

 TADL Assist Ltd ("We") are committed to protecting and respecting your privacy.

This policy (together with our terms of use tadlassist.com and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

The rules on processing of personal data are set out in the General Data Protection Regulation (the “GDPR”).

1. **Definitions**

**Data controller** - A controller determines the purposes and means of processing personal data.

**Data processor** - A processor is responsible for processing personal data on behalf of a controller.

**Data subject –** Natural person

**Categories of data: Personal data and special categories of personal data**

**Personal data** - The GDPR applies to ‘personal data’ meaning any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier (as explained in Article 6 of GDPR). For example name, passport number, home address or private email address. Online identifiers include IP addresses and cookies.

**Special categories personal data -** The GDPR refers to sensitive personal data as ‘special categories of personal data’ (as explained in Article 9 of GDPR). The special categories specifically include genetic data, and biometric data where processed to uniquely identify an individual. Other examples include racial and ethnic origin, sexual orientation, health data, trade union membership, political opinions, religious or philosophical beliefs.

**Processing -** means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

**Third party** - means a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorised to process personal data.

1. **Who are we?**

TADL Assist Ltd is the data controller. This means we decide how your personal data is processed and for what purposes. Our contact details are: TADL Assist Ltd Unit 3 Restmor Road Wallington SM6 7AH info@tadlassist.com . For all data matters contact DATA PROTECTION OFFICER on info@tadlassist.com

1. **The purpose(s) of processing your personal data**

We use your personal data for the following purposes:

To manage our employees

To maintain our own accounts and records

To inform individuals of news events or activities

To undertake support and service activities

You may give us information about you by filling in forms on our site tadlassist.com (our site) or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you register to use our site, subscribe to our service, search for a product, place an order on our site, participate in discussion boards or other social media functions on our site, enter a competition, promotion or survey, report a fault, book a job, engage in a support ticket and when you report a problem with our site

**4. The categories of personal data concerned**

With reference to the categories of personal data described in the definitions section, we process the following categories of your data:

* Personal data name, address, e-mail address and phone number, financial and credit card information, video and photograph
* Special categories of data [none]

**5. What is our legal basis for processing your personal data?**

1. **Personal data (article 6 of GDPR)**

**Our lawful basis for processing your general personal data:**

|  |  |
| --- | --- |
| ☐ Consent of the data subject; | opt in gdpr consent required |
| ☐ Processing necessary for the performance of a contract with the data subject or to take steps to enter into a contract | Service and Support work |
| ☐ Processing necessary for compliance with a legal obligation | employee records |
| ☐ Processing necessary to protect the vital interests of a data subject or another person | Employee PayrollAccident reportingHealth & Safety  |
| ☐ Processing necessary for the purposes of the legitimate interests of the data controller or a third party, except where such interests are overridden by the interests or fundamental rights or freedoms of the data subject | fulfilment of service and support work |

1. **Special categories of personal data (article 9 of GDPR)**

None

1. **Sharing your personal data**

Your personal data will be treated as strictly confidential, and will be shared only with payroll processors, pension processors, clients of service contracts

1. **How long do we keep your personal data?**

We keep your personal data for no longer than reasonably necessary for a period of 7 years in order to comply with legal accounting requirements.

1. **Providing us with your personal data**

We require your personal data as it is a statutory and or contractual requirement, or a requirement necessary to enter into a contract.

1. **Your rights and your personal data**

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

* The right to request a copy of the personal data which we hold about you;
* The right to request that we correct any personal data if it is found to be inaccurate or out of date;
* The right to request your personal data is erased where it is no longer necessary to retain such data;
* The right to withdraw your consent to the processing at any time, WHERE CONSENT WAS YOUR LAWFUL BASIS FOR PROCESSING THE DATA;
* The right to request that we provide you with your personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), (where applicable i.e. where the processing is based on consent or is necessary for the performance of a contract with the data subject and where the data controller processes the data by automated means);
* The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
* The right to object to the processing of personal data, (where applicable i.e. where processing is based on legitimate interests (or the performance of a task in the public interest/exercise of official authority); direct marketing and processing for the purposes of scientific/historical research and statistics).
1. **Transfer of Data Abroad**

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff maybe engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on secure servers. Any payment transactions will be encrypted [using SSL technology].] Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

1. **Automated Decision Making**

WE DO NOT USE ANY FORM OF AUTOMATED DECISION MAKING IN OUR BUSINESS.

1. **Further processing**

If we wish to use your personal data for a new purpose, not covered by this Data Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions.

1. **Changes to our privacy policy**

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.

1. **How to make a complaint**

To exercise all relevant rights, queries or complaints please in the first instance contact our DATA PROTECTION OFFICER on 08453708668.

If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the [Information Commissioners Office](https://ico.org.uk/global/contact-us/) on 03031231113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England.

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