



Telecom Policy Services Ltd.

Privacy Policy

Overview

The data that TPS Ltd. collects

TPS Ltd. collects only contact information. There is no other data that is collected.

This website collects no data at all.

What TPS Ltd. does with your data

The contact data is only used in the course of normal business relations such as in performing the work relating to a contract or as directed by you.

How TPS Ltd. keeps your data safe

Your data is important to you, and so TPS Ltd. takes security very seriously. TPS protects the contact data we hold, ensures that it's accurate and retains it only for as long as necessary for us to provide you with the services or as you require.

The Privacy Policy

TPS Ltd. does collect and use personal contact information (such as received email addresses and telephone numbers) to facilitate proper business communications in the pursuit of providing the desired service.

It collects no other information.

Information you give to TPS Ltd. You may provide information to TPS Ltd. by sending an email, making contact by phone or in person.

The information you provide depends on the reason for you contacting us, but may include a wide range of information. TPS Ltd. does not encourage the provision of any information that might be sensitive and does not collect, retain it, process or otherwise use it in any way except in very special circumstances by mutual agreement in a specific instance—see the example in 'special categories' (below).

Information we collect about you.

TPS Ltd. collects only contact information. Typically, this is limited to: your name, job title, address, e-mail address and phone number.

No other information is collected.

This website does not track or collect any personal information.

Information we receive from other sources. We work

closely with other organisations and we may receive contact information about you from them. For example, TPS Ltd. could be given your contact details by our primary contact at your organisation if they think that you would benefit from getting involved with TPS Ltd. or benefit from engaging in our activities.

The categories of information received from these sources may include your name, address, e-mail address and phone number.

Use of Information

TPS Ltd. needs to obtain, store and use contact information about you for legitimate business purposes - namely so that the services can be provided. The contact information could be also used in the following ways:

- To let you know about other relevant services, both ours and those of other parties whose products and services we have agreed should be made available to you (see the section below on 'Contacting you' for more information about this)
- To update and correct the information
- To notify you about changes to services

Contacting You

An important part of the work is communicating with customers to start or to bring a project to a successful conclusion.

TPS Ltd. may also contact you if it becomes aware of a service that you may benefit from or under your request.

For this TPS Ltd. will use the contact information you have provided. This may be by post, email, text message or telephone.

Sharing Information

In general TPS Ltd. does not share information unless specifically asked to do so by the person in question.

TPS Ltd. does not provide any information to direct marketing organisations.

However, TPS Ltd. may be required to share your personal information with third parties if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use and other agreements; or to protect our rights, property, or safety of our customers, or others.

Legal Basis for collecting and holding contact information

Data protection law sets the lawful legal bases (or 'conditions') which permit TPS Ltd. to collect, hold and use your personal contact information. For TPS Ltd., these are:

- Legitimate interests: TPS Ltd. believes it has a legitimate interest in being able to provide services to businesses in the UK. As set out in this notice, this requires us to collect and use contact information. TPS Ltd. will only use this legal basis where these interests are not overridden by your interests and fundamental rights and/or freedoms.
- Progressing a contract: In these circumstances, TPS Ltd. will use contact information in order to fulfil the contract.
- By agreement: There may be an agreement to use your information. This is particularly the case when there is a need to involve third parties.

Data protection law recognises certain "special categories" of personal information, which include information revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic information, biometric information for uniquely identifying a person, information concerning health, and information concerning a person's sex life or sexual orientation.

These special categories are considered particularly sensitive and so TPS Ltd. does not encourage subjects to provide such information. However, TPS Ltd. does recognise there may be situations where the provision of such information may be helpful and the subject may choose to provide it and even task for it to be shared with third parties. For example, you may choose to tell TPS Ltd. about your disability before jointly attending an event so that suitable arrangements can be made with the organisers for your comfort and convenience. This information will only be used for the particular occasion it is needed and not for any other purposes.

Security and storage of your information

TPS Ltd. will take all steps reasonably necessary to ensure that your contact information is treated securely and in accordance with this privacy policy.

Contact information is held on a recognised competent server service, protected by a login and with a password rated as "strong" The password is at least eight characters in length, is not a word from the dictionary or a name, contains special characters and includes numbers.

Information about you is not kept longer than is needed to carry out the functions described above.

Your rights

You have the right to request access to your own personal information. This is sometimes known as a 'subject access request'.

You can exercise this right by contacting [TPS Ltd.](#) at any time.

You also have the right to request from us:

- That any inaccurate contact information we hold about you is corrected,

- That your information is deleted,
- That we stop using your personal information for certain purposes,
- That your information is provided to you in a portable format,
- That decisions about you are not made by wholly automated means.

Many of the rights listed above are things that TPS Ltd. will address in any event. We will confirm to you if this is the case.

TPS will not engage in lengthy, time-consuming surveys and data-gathering exercises in relation to data we do not hold.

If you choose to make a request to us, we will aim to respond to you within one month. We will not charge a fee for dealing with your request.

If you are dissatisfied with how we are using your contact information or if you wish to complain about how we have handled a request, then please contact our [Data Protection Officer](#) and TPS Ltd. will try to resolve any issues you may have.

You also have the right to complain to the Information Commissioner's Office, which is the statutory regulator for data protection law. Find details of how to [complain to the ICO](#)