Technical Composite Systems
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Title: TCS GDPR and Privacy Policy			
Policy Number TCS_QP009	**Rev: 1**	**Date: 31/01/2023**	**Author: M.Sloan**

Technical Composite Systems (TCS) is committed to protecting and respecting your privacy.

This policy ensures that TCS:

- Complies with data protection law and follows good practice.
- Protects the rights of staff, customers and partners.
- Is open about how it stores and processes individual's data.
- Protects itself from the risk of a data breach.

TCS needs to gather and use specific information about individuals and business – these include customers, suppliers, business contacts and employees.

This policy describes how this personal data must be collected, handled and stored to meet the data protection standards and to comply with the law.

For the purpose of the relevant data protection legislation, the "controller" (or "data controller") is Technical Composite Systems Ltd of Systems house, 1 Claylands Way, Paignton , Devon TQ4 7TY.

We collect different types of information for the following reasons:

1. To set up and maintain an account with us.

2. To process orders.

3. To deal with any enquiries we receive.

4. For the purpose of any corrective action (including a product recall) which may be required in respect of any of the products we supply.

5. To notify you of changes to what we do.

6. To make checks of credit reference agencies when you open your account or to amend your credit limit.

7. To recover a debt in case of non-payment.

8. To enable us to send you our newsletter to keep you updated about new products and relevant information.

When do we collect information?

We collect information on you:

- When you enquire about our products or purchase products from TCS.
- when you request a quotation.

- when we speak to you by phone/email for the purpose of providing technical support, information about our products or answering enquiries from you.

Types of personal data we collect:

The minimum information we need from you in order that we can provide our products to you is your full business trading title, contact name, address, telephone number and e-mail address. We may use your data in the following ways:

- To provide you with our products.
- To manage our professional relationship with you.
- To contact you regarding other products and information that we think may be of interest to you based on our knowledge of your business.
- To send you our newsletter.

Sharing your Personal Data

We will not share your personal data with any third parties for marketing purposes without your express consent. We will however, share your personal data with the following parties ("Third Parties"), for the following reasons:

- Our external IT support provider, for storage, back up, disaster recovery and IT support purposes.
- Other selected third parties, such as freight companies, where it is necessary to do so in order to provide you with our products that you have instructed us to provide.
- Credit reference agencies and fraud prevention agencies in order to verify your identify in order to enable us to provide services to and accept instructions from you.

Disclosing data for other reasons

In certain circumstances, GDPR allows personal data to be disclosed to law enforcement agencies without the consent of the data subject.

Under these circumstances, TCS Ltd will disclose requested data. However we will ensure the request is legitimate, seeking assistance from the directors and from the company's legal advisers where necessary.

We reserve the right to disclose or share your personal data in order to comply with:

Any legal obligation, or to enforce or apply our terms and conditions of trading and other agreements;

To protect the rights, property, or safety of TCS, our staff, our customers or others.

If we sell or buy any business or assets, in which case we will disclose your personal information to the prospective seller or buyer of such business or assets.

This disclosure or sharing might include exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Registered in England & Wales No. 10379795, Registered office: Systems House, 1 Claylands Way, Paignton, Devon, TQ4 7TY.

Any personal data transferred to countries or territories outside the European Union will only be placed on systems complying with measures giving equivalent protection or personal rights either through international agreements or contracts approved by the European Union.

Storage of your Personal Data and how we keep it secure

All personal data that you provide to us is stored on our secure server. We use our best endeavours to ensure that your data is treated securely and in accordance with this Privacy Policy.

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 any unauthorised access to your personal data.

Employees will make sure that data printouts are shredded and disposed of securely when no longer required.

Your data will be protected by cyber secure passwords. Our server and computers containing data are protected by approved security software and a firewall.

Retention of Personal Data

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

Your Rights

You have the following rights:

1. To request that we provide you with a copy of the personal data that we hold about you (“Access Request”).

2. To request that we rectify any personal information that we hold about you (“Right to Rectification”).

3. To request that we erase any personal information we hold about you (“Right to be Forgotten”);

4. To restrict the level of processing we carry out with your personal data (“Restriction of Processing”);

5. To obtain from us all personal data that we holding about you in a structured, machine readable form, and have this information transmitted to another organisation ("Data Portability");

6. to object to our processing your personal data ("Right to Object"); and

7. to withdraw your consent at any time to our processing of your data.

You can exercise any of the above rights by emailing us at info@technicalcompositesystems.com. You also have the right to lodge a complaint with the Information Commissioners Office if you are unhappy in any way with how we handle your personal information.

We will comply with any request made under this section as soon as possible, and normally within one month from the date of your request. However, if necessary, for example if your request is particularly complex or we receive a number of similar requests, we may extend this period by an additional two months, but we will notify you if we need to do this.

Please note that where we receive requests under this section which are unfounded or excessive, in particular because of their repetitive character, we may:

1. Charge a reasonable fee considering the administrative costs of providing the information or taking the action requested; or

2. Refuse to act on the request.

Third Party Websites

Our website may contain links to advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for them. We advise you to check these policies before you submit any personal data to these websites.

Changes to this Privacy Policy

We keep our privacy notice under regular review.

How to contact us

If you have any queries about how we use your personal information you can contact us via email at info@technicalcompositesystems.com or telephone +44(0)1803 226962.

Signed

Michael Sloan; Managing Director