

## **Privacy Policy and Notice General Data Protection Regulations (GDPR)**

We are fully committed to client confidentiality and protecting your personal information. We have appointed a member of this company as our Information Officer and representative for data-protection matters.

Name: Andrew Ferris

Email: [andy.ferris@tlfutilities.co.uk](mailto:andy.ferris@tlfutilities.co.uk)

We will need to deal with ('process') your personal information so that we can provide legal services to you. This privacy notice tells you what we will do with that information, and your legal rights in relation to it under the GDPR or other data-protection laws which may apply.

### **What are your rights?**

- As a 'data subject', you have the following legal rights.
- Right of access – you have the right to ask for a copy of the personal information we hold about you.
- Right of rectification – you have the right to correct any information we hold about you that is not accurate or complete.
- Right to be forgotten – in certain circumstances, you can ask for personal information we hold about you to be erased from our records. (If we have another legal obligation to keep your information which would mean that we could not do this, we will explain that to you if you make such a request.)
- Right to restriction of processing – in certain circumstances, you might be able to restrict how we process your information.
- Right of portability – if we hold certain types of personal information about you, you may have the right to have it transferred to another organisation.
- Right to object – you have the right to object to certain types of processing, such as direct marketing.
- Right to object to important decisions being made about you, or anything about you being evaluated, by an automated process without any human involvement.

### **How do we collect information from you?**

We obtain information about you when you engage us to deliver our services and when you use our website, for example, when you contact us about our services.

### **What type of information do we collect from you?**

The personal information we collect might include your name, address, telephone number, email address, your IP address, which pages you may have visited on our website and when you accessed them.

### **How is your information used?**

In general terms, and depending on which services you engage us to deliver, as part of providing our agreed services we may use your information to:

- contact you by post, email or telephone
- Verify your identity where this is required
- understand your needs and how they may be met
- maintain our records in accordance with applicable legal and regulatory obligation
- process financial transactions

## **Consent**

If we have asked for your specific permission (consent) to have and use your personal information, you can withdraw that consent at any time by contacting the name above or by email.

This will not affect any processing of your personal information which we have done before you withdraw your consent.

We will ask you some questions to check your identity, and to allow us to note in our records that you have withdrawn your consent.

If you want to withdraw your permission for receiving marketing communications, you can do that by using the 'unsubscribe facility' in the communication itself (emails); by email.

We may have to pass on your personal information to other people or organisations to provide our services to you.

Whenever possible, we will only share your personal information with them on a confidential basis. If we do share information, we will keep to our data-security standards.

## **Your personal information – and why we need it**

We will need to collect some personal information about you to form a relationship and so we can create and maintain proper records and provide our services. This information will include your, full name; address; email address; financial details; and phone number.

Data-protection laws say that we have to have a legal basis for processing your information. In most cases, we will only process your personal information, so we can carry out our contract with you, or to take any steps you ask us to before entering into a contract with you; as necessary to keep to any legal obligations we may have; or where necessary in the legitimate interests of this firm or someone else, as long as those interests take priority over your own rights in the circumstances.

If none of these reasons applies, we may have to ask for your specific permission. We will only collect or handle this personal information if we need to, so we can provide our services to you.

If we collect personal information about you from a source other than you (unless you already have that information, the law says we can't, or it is confidential), we will tell you what that information is; and where it has come from.

If the information is wrong or incomplete, you will be entitled to ask us to correct it. If we are allowed by law, we may use your details to contact you with information about our services we think may interest you. You can tell us at any time not to send you these messages.

## **How long do we keep your information?**

We will need to keep your personal information for different time periods, depending on the nature and the purpose (or purposes) for which it was collected.

## **Disclosure to Government and their agencies**

We may be required to give information to legal authorities if they request, or if they have the proper authorisation.

### **Third Party Service Providers working on our behalf**

We may in some cases pass your information to our third-party providers for the purposes of completing tasks and providing services to you.

Whenever we use third party providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own purposes.

We will not release your information to third parties unless you have requested that we do so, or we are required to do so by law. For example, by a court order or for the purposes of prevention and detection of crime, fraud or corruption.

### **How you can access and update your information**

Keeping your information up to date and accurate is important to us. We commit to regularly review and correct where necessary, the information that we hold about you. If any information changes, please let us know of any changes which we need to be aware of by using the contact details above.

### **Security precautions in place to prevent the loss, misuse or alteration of your information**

We have put security measures in place to prevent your information from being accidentally lost, used or accessed in an unauthorised way. We also limit access to your personal data to those employees, agents, contractors and other third parties.

Your data will usually be processed in our offices in the UK. However, to allow us to operate efficient digital processes, we sometimes need to store information in servers located outside the UK, but within the European Economic Area (EEA). We take the security of your data seriously and so our systems have appropriate security in place that complies with all applicable legislative and regulatory requirements.

### **How you can complain**

If you want to make a complaint about how we are processing your personal information, or you are not satisfied with how we have handled your complaint, you can raise the matter direct with our Information Officer, or with the ICO.

### **Information Commissioner's Office:**

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Phone: 0303 123 1113 (local Rate) or 01625 545 745

Website: <https://ico.org.uk/concerns>