

TCG LTD - Privacy Notice

TCG is a provider of IT Infrastructure Services, including all cabling solutions, audio visual, managed and move migration services.

As an essential part of our business, we collect and manage client and non-client data. In doing so, we observe the UK data protection legislation, and are committed to protecting and respecting clients' and non-client's privacy and rights. As such, we act as a "Data Controller" in respect of the information gathered and processed by us. To ensure that you are informed about how we operate, we have developed this privacy notice, which details how we collect, manage, process, store and share information about you that you have shared.

What Information do we collect?

in general terms we collect data about you to:

- Administer our relationship with you, provide services and respond to enquiries and submit tenders
- Process and respond to any complaints
- Enable us to meet our legal and other regulatory obligations imposed on us.

The information we need for these purposes is known as "personal data." This includes your name, address (work or home), email address, telephone and other contact numbers and financial information. We collect this in a number of different ways. For example, you may provide this data to us by email, over the telephone, or by letter. We may also process sensitive classes of information. We will seek your permission if we need to record any of your sensitive personal data on our systems.

Among the types of Personal Data that TCG Ltd collects, by itself or through third parties, are: first name, last name, phone number, company name and email address.

How do we use the information we collect?

We use the data we collect from you for the specific purposes listed in the table below. Please note that this table also explains:

- The legal basis for processing your data, linked to each processing purpose; and
- In what circumstances your data will be shared with a third party organisation.

Purpose for processing data	Legal basis for processing data	Third party organisations with whom data is shared
To administer our relationship with you, to provide the services contracted for and respond to enquiries.	To meet the requirements of a contract	None
To ensure the billing of any procured services by you and obtain payment	To meet the requirements of a contract	Government VAT and tax inspectors and accountant
To provide enquiries and support by telephone	To fulfil contractual obligations - this includes taking action before entering into a contract	None
To fulfil tender documentation requirements	To meet contractual and legal	Other service providers and individuals involved in the offering
To process and respond to complaints	To meet legal obligations	None

Your rights

Under the terms of data protection legislation, you have the following rights:

Right To Be Informed

This privacy notice fulfils our obligation to tell you about the ways in which we use your information.

Right To Access

You have the right to ask us for a copy of any personal data that we hold about you. This is known as a "Subject Access Request." Except in exceptional circumstances (which we would discuss and agree with you in advance), you can obtain this information at no cost. We will send you a copy of the information within 30 days of your request. To make Subject Access Request, please write to TCG Ltd at 49 Southwark Street, London, SE1 1RU.

Right To Rectification

If any of the information that we hold about you is inaccurate, you can contact us on 0203 3700 6900.

Right To Be Forgotten

From 25 May 2018, you can ask that we erase all personal information that we hold about you. Where it is appropriate that we comply, your request will be fully actioned within 30 days.

Right To Object

You have the right to object to:

- The continued use of your data for any purpose listed above for which consent is identified as the lawful basis for processing i.e. you have the right to withdraw your consent at any time.
- The continued use of your data for any purpose listed above for which the lawful basis of processing is that it has been deemed legitimate.

Right To Restrict Processing

If you wish us to restrict the use of your data because (i) you think it is inaccurate but this will take time to validate, (ii) you believe our data processing is unlawful but you do not want your data erased, (iii) you want us to retain your data in order to establish, exercise or defend a legal claim, or (iv) you wish to object to the processing of your data, but we have yet to determine whether this is appropriate, please contact TCG Ltd at 49 Southwark Street, London, SE1 1RU.

Right To Data Portability

If you would like to move, copy or transfer the electronic personal data that we hold about you to another organisation, please contact TCG Ltd at 49 Southwark Street, London, SE1 1RU.

Rights Related To Automated Decision-Making

TCG Ltd does not use personal data to make automated decisions.

Is The Processing Of Information Likely To Cause Individuals To Object Or Complain?

TCG Ltd is not aware of any justifiable reasons that would constitute a legitimate reason for objecting or complaining about the way we process or control information.

How long will we retain information for?

Personal Data shall be processed and stored for as long as required by the purpose they have been collected for. TCG Ltd will typically retain information for a period of five period years. This is due to regulatory reasons and to ensure our business records are adequate to maintain the requisite levels of insurance.

Overseas Transfers

None of the information that we collect process or store as a result of this website is transferred outside of the European Economic Area (EEA).

Data processing and security

TCG Ltd takes appropriate security measures to prevent unauthorised access, disclosure, modification, or unauthorised destruction of the Data.

The Data processing is carried out using computers and/or IT enabled tools, following organisational procedures and modes strictly related to the purposes indicated. In addition to TCG Ltd, in some cases, the Data may be accessible to certain types of persons in charge, involved with the operation of TCG Ltd (administration, sales, marketing, legal, system administration) or external parties (such as third-party technical service providers, mail carriers, hosting providers, IT companies, communications agencies) appointed, if necessary, as Data Processors by TCG Ltd.

General

Questions and comments regarding this Privacy Notice should be sent to TCG Ltd at 49 Southwark Street, London, SE1 1RU.

You can also contact TCG Ltd Managing Director garry.elms@thecablinggroup.co.uk if you have any concerns or complaints about the ways in which your personal data has been handled. Alternatively, you have the right to lodge a complaint with the Information Commissioner's Office who may be contacted at www.ico.org.uk