

Privacy Policy

V20180502

 01773 513 513

 Info@tiedata.com

 www.tiedata.com

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Tiedata Limited
11 High Holborn Road
Codnor Gate Business Park
Ripley
DE5 3NW

Purpose of this Policy

The purpose of this Policy is to lay out the framework under which Tiedata will manage access to, and the integrity and accuracy of personal data.

Audience

This policy will be published to all Tiedata staff, customers and suppliers and will be made available to the public.

Enquiries

Enquiries about this policy can be :-

1. emailed to datacontroller@tiedata.com
2. made by telephone on 01773 513 513 Option 1.
3. posted to Tiedata Limited, 11 High Holborn Road, Codnor Gate Industrial Estate, Ripley, DE5 3NW

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Basis for the Policy

Tiedata Limited is a business providing IT Services and Support to UK-based client organisations from premises at 11 High Holborn Road, Codnor Gate Business Park, Ripley, Derbyshire DE5 3NW.

Tiedata Limited operates within the European Union (EU) and the European Economic Area (EEA) and as such is required to operate in accordance with the provisions of the EU Privacy and Electronic Communications Regulations and the EU General Data Protection Regulations. These set out the means by which an organisation can collect, store, manage, communicate, share and hold information about individuals and what rights the individual has in respect of that data.

This policy details all the information relating to those rights and Tiedata's responsibilities to data subjects in respect of the information.

Contact

The Data Controller for Tiedata is Raj Kalra (Director) who can be contacted via email on datacontroller@tiedata.com or by phone on 01773 513 513.

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Data We Collect

Customers

We collect contact information about organisations, individuals who work at those organisations and the IT equipment used at those organisations once we have a contractual relationship with them.

The information collected allows us access to those computer and communications systems from a remote location. We may under certain circumstances collect password information for individuals but these will never be recorded or stored.

Suppliers

We collect contact information about organisations and individuals who work at those organisations once we have a contractual relationship with them.

Employees

We collect personal data from employees regarding their basic identity and tax/National Insurance information as necessary to be able to employ, remunerate and manage their holiday, sick time and working hours. We only collect the information necessary to fulfil our legal obligations to Government, and our contractual obligations to the employee.

Marketing

We collect details of prospective client organisations and relevant individuals who may work at those organisations and of anyone who specifically requests to receive information about Tiedata Limited.

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Without limitation, any or all of the following personal information may be collected:

Information	Customer	Supplier	Employee	Marketing Contact
Name	?	?	?	?
Address/Postcode	?	?	?	?
Telephone No.	?	?	?	?
Email address	?	?	?	?
Job Title	?	?	?	?
Date of Birth	?	?	?	?
Gender	?	?	?	?
Next of Kin	?	?	?	?
Interests	?	?	?	?
Salary	?	?	?	?
NI Number	?	?	?	?
Bank Details	?	?	?	?
Previous Employers	?	?	?	?
IP Address	?	?	?	?
Web Browser info	?	?	?	?
Web Browsing Habits	?	?	?	?
Passport copy	?	?	?	?
Driving Licence copy	?	?	?	?

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Data Usage

Customers

The information we collect with regard to established customers is used for a variety of purposes as follows:

- To enable us to effectively fulfil contractual obligations to our clients such as contacting individuals with difficulties to help us fix them; arranging appointments to install or maintain equipment.
- To remotely connect to systems to enable prompt and efficient computer support activity.
- To facilitate the effective management and upkeep of computer systems and their security.
- For continued and better targeted marketing information relating to additional services of relevance that we can provide.

Suppliers

- To enable us to order services and goods.
- To process invoices and make payments.
- To enable us to manage our ongoing relationships with the supplier.

Employees

- To be able to employ them and contact them (or their next-of-kin) as required.
- To be able to remunerate them lawfully and in accordance with contractual obligations.
- To enable the management of the employee's working time as regards working hours, sick time, holiday, training and authorised absences.

Marketing

The data we collect in respect of prospective customers is used to enable us to contact organisations and their representatives by various means in order to keep them informed of the services offered by Tiedata and other information relating to the IT industry that may be relevant to them.

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Basis for Use

Customers

We collect customer data on the basis of *Contractual Obligation*. The Contractual Obligations are detailed upon a client-by-client basis in the agreements made between us.

Suppliers

We collect information about our Suppliers on the basis of *Contractual Obligation*. The particular obligations will be determined by individual supplier contracts.

Employees

We collect some employee data on the basis of *Legal Obligation* and other data under our *Contractual Obligation* to the employee.

Marketing

We collect marketing data on the basis of *Legitimate Interest*. The Legitimate Interests upon which this assessment is based are to enable the promotion of Tiedata services to client and potential client organisations.

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Controlling Access and Sharing of Data

Data Recipients

As a customer, your data will be available to the entire Tiedata team and may under certain circumstances be made available to third party organisations who provide the background services we provide for you.

As a supplier, your data will be made available to Tiedata staff only and never shared with any other third party. There may be one variance to this where there are multiple parties involved in the provision of a single service to Tiedata and/or our customers and the service is faulty; Tiedata may facilitate suppliers contacting each other directly.

As an employee, some of your data will be available to the managers in your chain of command and to the directors of Tiedata. Some of your data may be made available to other Tiedata employees as required. Some of your data will be made available to external organisations whose services we use.

As a marketing related data subject some of your information will be made available to the Tiedata marketing team only and will not be made available to any third party or other organisation.

Intent to Transfer Information

Some of our customers may be using services (such as Office 365) which store data outside the EEA. Those organisations publish their own GDPR compliance statements (for instance Microsoft's can be accessed here: <https://www.microsoft.com/en-us/TrustCenter/Privacy/gdpr/default.aspx>).

As employees you may need to contact, and give your contact details to, organisations who operate outside the EEA as part of your duties.

Those third party organisations only process the data they receive from Tiedata in order to fulfil their legal and contractual obligations related to the services which they provide.

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Retention

There is no specific time period attached to data retention by Tiedata. However the following circumstances will drive removal of personal data.

- **Customers/Suppliers:**
 - Once our contract with the customer or supplier expires or comes to a close by any means, then personal data not connected with finances will be redacted
 - Financial data relating to transactions between Tiedata and the third party will be retained as per the Statute of Limitations Act 1980.
- **Employees:**
 - Once your employment at Tiedata ends we will cease to process data that is no longer required under our legal obligations.
 - Data processed under legal obligations will be retained for a period of ten years following termination of employment.
 - Bank details for employees will be removed or redacted once three months has elapsed from termination of employment.
- **Marketing:**
 - When the contact details we have cease to be valid.
 - When a current contact requests that their data is removed.

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Your Rights

Access to Personal Data

You have the right as a data subject to request copies of your personal information and data that we hold. This will be provided in a timely manner and in the most appropriately suitable format.

Erasure and Objection to Data Processing

You have the right as a data subject to request your personal data be removed and when the data is only held on the basis of your consent, to withdraw that consent. You also have the right to request your personal data cease to be processed in the future.

As a member of a customer or supplier organisation, your personal data will be removed or redacted to the extent possible while maintaining our ability to fulfil our obligations to your organisation.

As an employee or former employee, we will not be able to cease processing your personal data due to our legal obligations, until those obligations expire. We will at all times only process the minimum data required to honour our obligations in this regard.

As a marketing contact, your personal data will be removed from marketing lists on receipt of such a request, and stored in a “Do Not Contact” list instead. This will prevent us from re-adding the information at a later date unless at your own specific request.

Rectification

You have the right as a data subject to request your personal data be rectified or corrected.

As a member of a customer or supplier organisation, your personal data will be removed or redacted to the extent possible while maintaining our ability to fulfil our obligations to your organisation.

As an employee or former employee, we will not be able to cease processing your personal data due to our legal obligations, until those obligations expire. We will at all times only process the minimum data required to honour our obligations in this regard.

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As a marketing contact, your personal data will be removed from marketing lists on receipt of such a request, and stored in a “Do Not Contact” list instead. This will prevent us from re-adding the information at a later date unless at your own specific request.

All enquiries relating to your rights as a data subject can be :-

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2. made by telephone on 01773 513 513 Option 1.
3. posted to Tiedata Limited, 11 High Holborn Road, Codnor Gate Industrial Estate, Ripley, DE5 3NW

Right to Complain

If as a data subject you have cause for complaint about how we have handled your information, you should initially address your complaint via the contact details above.

If we do not satisfactorily resolve your complaint with our explanation which we will deliver in writing, you may raise your complaint with the Information Commissioner’s Office using their online guidance at <https://ico.org.uk/concerns/>.

You may instead/also wish to raise your complaint via the Courts; in this scenario you should obtain legal advice.

No automated decisions are made on the basis of the information or data we hold.

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