

TMD GLASS LTD PRIVACY POLICY

Here at TMD Glass Ltd, we are committed to a policy of protecting the rights and privacy of individuals. Protecting your personal information is of high priority for both the staff and management of TMD Glass Ltd.

Purpose of Policy

TMD Glass Ltd has created this policy to ensure that:

- It complies with GDPR, PCI-DSS and follows good practice. Both the PCI DSS and the GDPR aim to ensure organisations keep personal data in a secure way. The PCI DSS focuses on payment card and cardholder data, while the GDPR covers regulation for EU residents' personal data. The important difference is that GDPR is more general than PCI DSS.
- It is open about how it processes and stores your personal information
- It demonstrates our accountability and responsibility for data protection
- It has implemented a GDPR compliant Subject Access Request (SAR) procedure for responding to all types of data privacy related requests.

Who are we?

TMD Glass is a Limited Company and is registered at Companies House as TMD Glass Limited, registration number 05412882 and registered address of 65 Station Road, Woburn Sands, Milton Keynes, MK17 8AG.

What type of information is collected from you?

TMD Glass Ltd collects certain personal information about you. These would include your name, business contacts, address, email address and telephone number. TMD Glass Ltd does not hold/store any credit/debit card detail after the product and/or service has been paid in full.

How is your information used?

TMD Glass Ltd may use your personal data:

- We hold this data because you have given it to us so that we can provide goods and services to you.

- To fulfil our legal obligation under government licence and regulation
- To process financial payments
- To process your orders, deliveries, installations, invoices and any other associated paperwork.
- To provide you with obligatory information
- We do not sell or forward your data onto any third parties unless you have provided consent for us to do so (e.g. for Fensa certification.)
- To provide you with information, products or services which you have requested or which we believe may be of interest to you.
- To seek your views or comments on the services we provide.

How long is your information retained for?

Your personal information will not be retained beyond what is required and will be held on our system for as long as it is necessary in relation to the purpose for which it was collected or for which it was further processed. The length of time for which we retain your personal information will take into account the legal and contractual requirements that influence the retention period.

Your personal information will be deleted or destroyed within a set time after it has been confirmed that it is no longer required to be retained.

Consent

All processing of personal data requires a lawful basis, e.g. Contractual or Legal Obligation, where Consent provides one such lawful basis.

Your consent is considered to be freely given, specific, informed and an unambiguous indication by you, through a statement or by a clear affirmative action, which signifies agreement to the processing of your personal data. For example, depending on the circumstances, valid consent could be provided verbally, in writing, by email, by completing the enquiry form on our website or by any other statement or conduct which clearly indicates in this context your acceptance of the proposed processing of your personal data.

Your consent can be withdrawn at any time; however, your right to withdraw consent is not retrospective (i.e. you cannot withdraw consent to processing that has already taken place).

How can you access your information that we hold?

You have the right to obtain confirmation that your data is being processed and to access your personal data that we hold about you, which is known as a Subject Access Request (SAR). We will typically provide this information free of charge; however, we may charge a 'reasonable fee', when a request is unfounded or excessive, to cover administrative cost.

Data accuracy

We take all reasonable steps to ensure that the information we hold about you is up to date and accurate. If, however, you change any of the information we hold about you, such as your address, then please contact us on email: accounts@tmdglass.co.uk or write to us at: 65 Station Road, Woburn Sands, Milton Keynes, MK27 8AG.

We will always take great care of your personal data giving it the respect and security it deserves. Data held has access restrictions according to individuals and business entity needs, which is reviewed on a regularly basis.