

Privacy policy

Introduction

At TML (Telecommunications Management Limited), we look after all your personal and business information carefully. We adhere strictly to the requirements of the UK Data Protection Act 1998 (DPA) and the EU General Data Protection Regulation (GDPR), in accordance with this Act, we are registered on the public register of data controllers which is looked after by the Information Commissioner.

This privacy notice tells you what you can expect when we collect personal information about you. It explains the type of information that we collect about you, and how we use and look after it. Please do take a moment to read this privacy notice so that you will understand how we use your personal information. We may need to update this notice from time to time.

When we first obtain personal information from you, or when you take a new service or product from us, we will always ask you if you want to receive information from us about other services or products. You can normally do this by ticking a box on the application form, whether it is online or on paper. If you then change your mind please contact Customer Services.

Information we collect

When you become a customer of TML and request services from us, or request information about our services, we may need to collect certain information about you to process your request. Also, when you contact us, in any way, we may update your personal information or customer records. This will allow us to provide you with a higher level of customer care.

The information we will normally collect about you will be:

- Your name, address, email, telephone number(s), payment details and service details;
- Your transaction history and a record of all communications;
- Information about your use of our services, including usage amounts and call records;

Using your information

We collect information about you to enable us to provide you with the services that you have requested, to manage your account and to provide you with great customer service.

We may also monitor and record any communications that we have with you, including telephone conversations, to make sure that we are providing you with a good service and meeting all our regulatory and legal responsibilities.

If you provide us with any personal data or sensitive information about yourself or an additional account holder (such as health details, or any criminal convictions) you agree (and confirm that the person the information is about has agreed) that we can use the information in the way set out in this privacy notice.

If you have given us your mobile phone number or email address (or both), we may use the information to send you service messages or other similar information (by text message or email). The aim is to help us manage your account. We will not use the information for marketing purposes unless you have agreed that



we can. You must let us know if your mobile phone number or email address changes so that we can keep this information up to date.

The main uses of your personal information are:

- To manage your account;
- To provide you with updates;
- To provide access to privileged areas of the website;
- To identify other products or services that might be suitable for you;
- To create statistics, test computer systems, analyse customer information, create profiles and create marketing opportunities (including using information about what you buy from us and how you pay for it);
- To help train our members of staff;
- To prevent and detect fraud or money laundering;
- To recover debts;
- To update our records about you;
- To check your identity; and
- To improve and develop our services.

Disclosing your personal information

There are certain circumstances where we may need to disclose your personal information to a third party, these include:

- To verify your identity;
- To fraud prevention agencies, where we have reason to believe there may be fraudulent activity;
- In order to obtain professional advice, whether as part of current or future legal action;
- If we need to investigate or prevent a crime;
- If the law permits or requires us to, or if any regulatory or governmental body (such as Ofcom, or any organisation that takes over their roles) requests or requires us to, even if you have not consented;
- If there is a duty to the public to reveal the information;
- In accordance with the principles of the Data Protection Act, we will not otherwise disclose any of your personal information to a third party, unless we have your consent.

Retention of personal data

We will retain your personal data for the following periods:

- All your data while you have an active service with us or are engaged with us after the service is terminated (e.g. in dispute);



- All data for not less than six month and no more than two years after the termination of service and make the data available to law enforcement agencies on their request;
- Financial information for up to 7 years (anonymised after 2 years) for finance and VAT HMRC purposes;
- If the law requires us to, or if any regulatory or governmental body (such as Ofcom, or any organisation that takes over their roles) requests or requires us to, for the period they specify;
- All data is stored and retained in compliance with the Data Protection Act 2018 and as governed by the Information Commissioner's Office.

Protecting your information

We have strict security systems in place to protect your personal information. All our members of staff will follow a careful identification process before any personal data is disclosed and all the personal information we hold about you can only be accessed by authorised members of staff.

In meeting the data protection principles set out in the Data Protection Act, we aim to ensure the security of our systems through adopting best practice:

- Starting with security in mind when designing our systems including security layers;
- Implementing design principles within our infrastructure (e.g. use of DMZ and firewalls); and
- Adopting security safeguards against attacks (e.g. internal and external monitoring of network traffic use and carrying out regular penetration tests).

In order to protect our data we adopt security policies which provide working guidelines to our staff as well as enforce controls and procedures in line with the DPA security principles and other industry-specific compliance requirements.

These security policies do not permit the disclosure of how we implement our controls over the use and management of personal data as to do so would pose a threat to ourselves and to the personal information that we hold.

Accessing your information

We welcome your requests to provide you with copies of any personal information that we hold about you. If you would like to have access to your personal information, please write to us specifying what type of information you would like us to provide copies of. We will ask you for a £10 charge to cover the administration cost. If we are holding any information about you that is incorrect, let us know and we will update it as soon as we can.

For a personal information request please write to Customer Services, TML, Equinox House, 6 Oriel Court, Alton, Hampshire, GU34 2YT, enclosing a cheque or postal order for £10 made payable to Telecommunications Management Limited.

Links from this site to other sites

Please be aware that our site may provide access to other websites by linking to them. We are not responsible for the data policies (including data protection and cookies), content or security of these linked web sites.

