

The type of personal information we collect

We currently collect and process the following information:

- Contact name and contact details

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Visits and use of the Company websites
- Use of social media
- Use of Google Analytics
- Attendees of corporate CPD's and webinars hosted by TBS Amwell
- Requests for information about products and services offered by TBS Amwell, and/or quotes.
- Employment enquiries
- Information to facilitate the completion of an order

We use the information that you have given us:

- For Marketing purposes
- For us to review and reply to your enquiry
- To meet our statutory monitoring and reporting responsibilities.
- To handle and communicate orders, billings and payment, delivery of products and services for employment reasons.

We may share this information with Third Party Service Providers working on our behalf. We may pass your information to our third-party service providers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to ourselves or you on our behalf. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service.

We may transfer your personal information to a third party as part of a sale of some or all our business and assets to any third party including for a merger, acquisition, or similar transaction or as part of any restructuring or reorganisation.

We may also further transfer data if we are under a duty to disclose or share your personal data to comply with any legal obligation or law enforcement. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- **Your consent. You can remove your consent at any time. You can do this by contacting privacy@tbs-amwell.co.uk**
- Processing of personal data is necessary for the performance of a contract to which the individual is a party, or for TBS Amwell to take pre-contractual steps at the request of the individual.
- Legal Obligation. Processing of personal data is necessary for compliance with any legal obligation to which TBS Amwell is subject to.

How we store your personal information

Personal data provided via the Company's portals is secured using Secure Socket Layer (SSL) server and is encrypted before being transmitted. Secure pages have a lock icon or key on the bottom of web browsers such as Microsoft Internet Explorer. Information supplied by you on these webpages is securely stored and can only be accessed for the purposes for which it was provided.

All IT systems are kept in a secure Data Centre environment with appropriate access control. Internal audits are carried out on a regular basis regarding access to the secure data.

We protect your personal information by using data security technology and using tools such as firewalls and data encryption. We also require that you use a personal username and password every time you access your account online. You must not share your password with anyone else. We restrict access to personal information within our company so that only employees with a genuine need can access it.

Non-sensitive details (your email address and other requested information) are transmitted normally over the Internet. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure it's secure on our systems. Where we have given (or where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

We will keep your personal information for as long as is needed to provide you with a service or conduct our business in accordance with our functions and our records management policy. Generally, information is kept for 7 years. We will then dispose of your information by running system routines, which will delete your records from our servers.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at privacy@tbs-amwell.co.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at privacy@tbs-amwell.co.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

What are cookies?

Cookies are used to make your time spent on our website as efficient and informative as possible.

They are named after the IT term 'magic cookies' which itself is derived from a fortune cookie, with an embedded message. Another theory is that they are so-called after the fairy tale about Hansel and Gretel who marked their route through the forest with a trail cookie crumb.

With your permission, we place a cookie on the hard drive of your computer when you visit our website. When you return to our site, we can remember your log in details and preferences (assuming you haven't deleted your internet history) to make the website faster and easier to use.

We do not store personally identifiable information, nor can we access any of your personal data stored on your computer.

To find out more about cookies, visit <https://www.aboutcookies.org/>

How we use cookies.

We use cookies to enable certain functions, to provide analytics, to store your preferences and manage your session with us.

Necessary cookies help make a website usable by enabling basic functions like page navigation and access to secure areas of the website. We do not require your consent to use these cookies. The website cannot function properly without them.

Preference cookies enable a website to remember information that changes the way the website behaves or looks, like your preferred language or the region that you are in.

Statistic cookies help us to understand how you interact with our website by collecting and reporting information anonymously.

Marketing cookies are used to track visitors across websites. They provide us with anonymised demographics and browsing activity information and help us to tailor and measure the effectiveness of our website and our advertising on social media sites.

3rd Party cookies such as Google, YouTube or any platform, do not store any of your personal details. We do not have access or control over the cookies and technologies that our partners use.

How to control or delete cookies.

The law states that we can store cookies on your device if they are strictly necessary for the operation of this site. For all other types of cookies, we need to obtain your permission via the banner that appears when you first visit our webpages

To opt-out, simply use the toggle buttons to specify the use of the optional cookies. Any selections you make will be automatically saved.

If you have already opted-in and now wish to opt-out, please email privacy@tbs-amwell.co.uk

Additional contact details:

Address: Alderflat Drive, Newstead Industrial Estate, Trentham, ST4 8HX

