

Owner/s:	Marketing	Last updated:	03/08/2022
Classification:	Public		

TSG Privacy Notice



TSG PRIVACY NOTICE

Last updated: 3rd August 2022

This Privacy Notice describes Our policies and procedures on the collection, use and disclosure of Your information when You use the Service, and tells You about Your privacy rights and how the law protects You.

We use Your Personal data to provide and improve the Service. By using the Service, You agree to the collection and use of information in accordance with this Privacy Notice.

Interpretation and Definitions

Interpretation

The words of which the initial letter is capitalised have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural format.

Definitions

For the purposes of this Privacy Notice:

Company (referred to as either "the Company", "We", "Us" or "Our" in this Notice) refers to Technology Services Group Ltd (TSG), Kingsway North, Team Valley, NE11 0JZ.

Cookies are small files that are placed on Your computer, mobile device or any other device by a website, containing the details of Your browsing history on that website among its many uses.

Country refers to United Kingdom

Device means any device that can access the Service such as a desktop computer, a mobile phone or a digital tablet.

Personal Data is any information that relates to an identified or identifiable individual.

Service refers to the Website.

Service Provider means any natural or legal person who processes the data on behalf of the Company. It refers to third-party companies or individuals employed by the Company to facilitate the Service, to provide the Service on behalf of the Company, to perform services related to the Service or to assist the Company in analysing how the Service is used.

Usage Data refers to data collected automatically, either generated by the use of the Service or from the Service infrastructure itself (for example, the duration of a page visit).

Website refers to Technology Services Group (TSG), accessible from <https://www.tsg.com>

You means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

Collecting and Using Your Personal Data

Types of Data Collected

Usage Data

Usage Data is collected automatically when using the Service.

TSG PRIVACY NOTICE

Usage Data may include information such as Your Device's Internet Protocol (IP) address, browser type, browser version, the pages of our Service that You visit, the time and date of Your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

Tracking Technologies and Cookies

We use Cookies and similar tracking technologies to collect information about, and track the activity on, Our Service to improve and analyse use of Our Service.

Cookies

A Cookie is a small file placed on Your Device. You can instruct Your browser to refuse all Cookies or to indicate when a Cookie is being sent. Enabling these cookies is not strictly necessary for the Website to work, but it will allow Us to provide you with a better browsing experience. You can delete or block these cookies, but if You do, some features of the Website may not work as intended.

Cookies can be "persistent" or "session" Cookies. Persistent Cookies remain on Your personal computer or mobile device when You go offline, while session Cookies are deleted as soon as You close Your web browser.

You can learn more about cookies, including how to control and/or delete them here:

<https://www.aboutcookies.org>

Tracking Technologies

We also use the following analytics tools which utilise Cookies – these generate statistical and other information about website usage:

- Google Analytics
- Google Tag Manager
- Google Search Console
- Lead Forensics
- ClickDimensions
- HotJar
- Live Chat

Personal Data

While using Our Service, We may ask You to provide Us with certain personally identifiable information that can be used to contact or identify You. Personally identifiable information may include, but is not limited to:

Email address
First name and last name
Phone number
Job title
Name of Your company/employer
Usage Data

Collection of Personal Data

We will collect, process and store the Personal Data provided when You:

- Submit one of Our enquiry forms
- Register for an event

TSG PRIVACY NOTICE

- Download any resources
- Request support using Our 'Customer Support' form
- Start a conversation using the live chat function

Use of Your Personal Data

The Company may use Personal Data for the following purposes:

To provide and maintain Our Service, including to monitor the usage of Our Service.

For the performance of a contract: the development, compliance and undertaking of the purchase contract for the products or services You wish to purchase from Us or of any other contract you hold with Us.

To contact You: To contact You by email, telephone calls, SMS, or other equivalent forms of electronic communication, regarding updates or informative communications related to the functionalities, products or contracted services, including the security updates, when necessary or reasonable for their implementation and/or maintenance.

To provide You with news, special offers and general information about other goods, services and events in Our offering which We believe will be of legitimate interest to You, based on Our knowledge of the goods, contracts and services You have previously purchased or expressed an interest in, and Our knowledge of your business. You are free to opt out of receiving such information at any time using the "Unsubscribe" link in the footer of the emails We send, or by sending an email clearly stating Your wish to opt out to info@tsg.com.

To manage Your requests: To attend and manage Your requests to Us.

For other purposes: We may use Your information for other purposes, such as data analysis, identifying usage trends, determining the effectiveness of our promotional campaigns and to evaluate and improve our Service, products, services, marketing and Your experience.

Legal basis for processing

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

- **Legitimate interest** - Holding Usage Data and Personal Data for tracking website usage, responding to your enquiries and sending you further communication about our products and services is necessary for our legitimate interests.
- **Contractual obligation** - Holding details of our customers for correspondence, service delivery and billing purposes is necessary for the performance of a contract.

Legitimate interests

We are also required to explain what our legitimate interests are when using this legal basis under the GDPR.

We have a legitimate interest in networking and growing our business, and to achieve this it is necessary for us to communicate to customers and prospective customers to answer enquiries, and to inform you about relevant products, services and events that may be of interest to you. We feel that our business contacts would reasonably expect us to contact them in a business context, and you have the right to opt out of receiving marketing communication from us at any time.

TSG PRIVACY NOTICE

We also have a legitimate interest in understanding usage of our website and using this to refine the content that is available to you.

Retention of Your Personal Data

We will retain Your Personal Data only for as long as is required for the purposes set out in this Privacy Notice and to the extent necessary to help inform future actions, but for no more than five years unless the Data pertains to an active customer.

We will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of Our Service, or We are legally obligated to retain this data for longer time periods.

Transfer of Your Personal Data

Your information, including Personal Data, is processed at the Company's operating offices and in any other places where the parties involved in the processing are located.

The Company will take all steps reasonably necessary to ensure that Your data is treated securely and in accordance with this Privacy Notice.

We will never exchange, sell or otherwise give away any of your personal information to any other companies or individuals without your explicit consent.

If Your Personal Data must be transferred within the parameters of the Service Provider for any necessary processing required for the purposes set out in this Privacy Notice, We will ensure there are adequate controls in place in accordance with the GDPR to protect the security of Your data and other personal information.

Links to Other Websites

Our Service may contain links to other websites that are not operated by Us. If You click on a third-party link, You will be directed to that third-party's site. We strongly advise You to review the Privacy Notice of every site You visit.

We have no control over, and assume no responsibility for, the content, privacy policies or practices of any third-party sites or services.

Changes to this Privacy Notice

We may update Our Privacy Notice from time to time. We will notify You of any changes by making the new Privacy Notice accessible via this URL: <https://www.tsg.com/privacy-notice> and updating the "Last updated" date at the top of this Privacy Notice.

You are advised to visit the URL detailed above to review this Privacy Notice periodically for any changes. Changes to this Privacy Notice are effective when they are posted on this page.

Data subject rights

Individuals have certain rights in relation to their personal data under the GDPR.

You have the right to access a copy of the data we hold about you, and to ask us to correct any inaccurate or incomplete information.

In limited circumstances, you have the right to ask us to erase the data we hold about you, and the right to object to us processing data about you.

The right to object applies in particular to direct marketing, and you have the right to opt out from receiving this communication from us using the details above.

For more information on how to exercise your other rights, please contact our Data Protection Officer at the details provided below.

Contact Us

If you have any questions about this Privacy Notice or concerns about our use of your personal information, You can contact us:

By email: security@tsg.com

By visiting this page on our website: <https://www.tsg.com/get-in-touch/>

By phone number: 0333 220 0777

By mail: Technology Services Group, Kingsway North, Team Valley, NE11 0JZ

You can also speak 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>

TSG
Kingsway North
Team Valley
Gateshead
NE11 0JZ
Tel: 0333 220 0777
www.tsg.com

