

Privacy Notice for Clients

In accordance with the General Data Protection Regulation (GDPR), Thames Valley Operators CIC (referred to as 'us' and 'we') have implemented this Privacy Notice as a supplement to our Privacy Policy, which can be found on our website (www.catss.co.uk).

The purpose of this notice is to inform our clients (referred to as 'you') of the types of data we process about you, the reasons for processing your data, for how long we keep your data and your rights regarding your data.

This notice applies to current and former clients of Thames Valley Operators.

Data Protection Principles

Under GDPR, all personal data obtained and held by us must be processed according to a set of core principles. In accordance with these principles, we will ensure that:

- processing is fair, lawful and transparent
- data is collected for specific, explicit, and legitimate purposes
- data collected is adequate, relevant and limited to what is necessary for the purposes of processing
- data is kept accurate and up to date. Data which is found to be inaccurate will be rectified or erased without delay
- data is not kept for longer than is necessary for its given purpose
- data is processed in a manner that ensures appropriate security of personal data including protection against unauthorised or unlawful processing, accidental loss, destruction or damage by using appropriate technical or organisation measures
- we comply with the relevant GDPR procedures for international transferring of personal data

Types of Data Held

We keep several categories of data on you in order to carry out effective and efficient processes.

Specifically, we may hold the following types of data:

- Your contact details including site addresses, telephone numbers and email addresses
- Contact details of your personnel including name, job title, site address, phone number(s) and email address
- Records of any correspondence made by phone, email, post, the CATSS technical support system or any other means
- Details necessary to complete financial transactions e.g. bank account details, VAT registration number etc.
- Information about your computers, including, where available, IP addresses, host name, operating system and browser type. This information allows us to provide a comprehensive support service and helps to ensure the ongoing reliability of your CATSS system

- Backups of your CATSS database as required by our off-site auto-backup service (if used) or submitted by you to allow us to explore any issues you may have or to test new features on your dataset.
- Copies of your existing data set when you become a new client. Such data, which is used to facilitate the transfer of your existing data base to CATSS, will be securely deleted once the transfer process has been successfully completed.

We will never use your data for any purpose other than running a normal client-supplier relationship or as outlined above.

Where We Store Your Data

All your data, as described above, is stored in our server which is located in a secure data centre in the UK. The data centre is accredited with an ISO 27001 certificate, an international standard for best practice for an ISMS (information security management system).

Who We Share Your Data With

Except under the following circumstances or unless we have your prior written consent via email or post, we will NEVER share your data with any third parties.

With the exception of your backup data, copies of your existing data set or any other data provided by you which contains personal data of your clients and/or staff, we may disclose your data to any member of our group. We may also disclose this data to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your data to the prospective seller or buyer of such business or assets
- If we or substantially all of our assets are acquired by a third party, in which case data held by us about our clients will be one of the transferred assets
- If we are under a duty to disclose or share your data in order to comply with any legal obligation, or in order to enforce or apply our website terms of use and other agreements; or to protect our rights, property, safety or that of suppliers, or customers. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction

Disclosure of your backup data, copies of your existing data set or any other data provided by you which contains personal data of your clients and/or staff to any third party will always require your prior written consent via email or post.

Protecting Your Data

We are aware of the requirement to ensure your data is protected against accidental loss or disclosure, destruction and abuse. We have implemented processes to guard against such.

Retention of Your Data

We only keep your data for as long as we need it for, which will be at least for the period of time that you are our client. Retention of data once you have ceased to be our client will vary according to the data type:

- Contact details and correspondence will be retained for an indefinite period.
- Details for financial transactions, computer information and all CATSS backups will be securely deleted within two weeks.

Your Rights

You have the following rights in relation to the data we hold on you:

- the right to be informed about the data we hold on you and what we do with it;
- the right of access to the data we hold on you.
- the right for any inaccuracies in the data we hold on you, however they come to light, to be corrected. This is also known as 'rectification';
- the right to have data deleted in certain circumstances. This is also known as 'erasure';
- the right to restrict the processing of the data;
- the right to transfer the data we hold on you to another party. This is also known as 'portability';
- the right to object to the inclusion of any information;

Where you have provided consent to our use of your data, you also have the right to withdraw that consent at any time. This means that we will stop processing your data.

Making a Complaint

If you think your data rights have been breached, you are able to raise a complaint with the Information Commissioner (ICO). You can contact the ICO at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or by telephone on 0303 123 1113 (local rate) or 01625 545 745.

Data Protection Compliance

Our Data Protection Officer is:

Fred Rule
Thames Valley Operators CIC
Unit 8
171 Evendons Lane
WOKINGHAM
RG41 4EH
0300 302 1234 (local rate)