

# Taclus Confidential Privacy Policy

*Last updated: 13/08/2021*

## **Our contact details**

Name: Taclus Confidential Ltd

Address: Unit 15, Wentloog Buildings, Wentloog Road, Cardiff, CF3 1YA

Phone Number:029 2130 3717

E-mail:enquiries@taclusconfidential.co.uk

## **The type of personal information we collect**

We currently collect and process the following information:

- **Personal identifiers**  
Whilst using our service, we may ask you to provide us with personally identifiable information that can be used to contact or identify you. Personally identifiable information includes:
  - Email address
  - First name and last name
  - Phone number
  - Usage data
- **Usage data**  
Usage data is collected when using this service. This may include information such as the pages of our service you visit, the time and date of your visit, the time spent on those pages and other diagnostic data

## **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. We collect and process data when you:

- Place an order for our services
- Register for a call back on our website or Facebook page
- Voluntarily complete a form on any of our message boards or via email
- Use or view our website via your browser's cookies

We may use your personal data for the following reasons:

- To provide or maintain our service, including monitoring the usage
- For the performance of a contract
- To contact you: by email, telephone calls, SMS or equivalent forms of electronic communication, regarding updates or informative communications related to services
- To manage your requests to us
- For analysis: we may use information for purpose such as data analysis, identifying usage trends, determining the effectiveness of campaigns and to evaluate and improve our services, marketing and your experiences.

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.

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

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting [enquiries@taclusconfidential.co.uk](mailto:enquiries@taclusconfidential.co.uk)

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(e) We need it to perform a public task.

(f) We have a legitimate interest.

## **How we store your personal information**

Your information is securely stored at our operating offices and in places where the parties involved in the processing are located.

We will retain your personal data for only as long as is necessary for the purposes set out in this privacy policy. We will retain and use your personal data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes and enforce our legal agreements and policies.

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 periods.

We keep details of your company name and address, contact name, email and phone number if provided for two years after your last collection. We will then dispose your information by permanently deleting all data from all Taclus devices and cloud-based systems. The deletion process forms part of our regular data audit under our ISO 9001 certification.

## **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 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 [enquiries@taclusconfidential.co.uk](mailto:enquiries@taclusconfidential.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 [enquiries@taclusconfidential.co.uk](mailto:enquiries@taclusconfidential.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>