



Protect. Preserve. Perform.

VAT Registration No. 698 2373 83
Company Registered in England & Wales No.3408642
TGM is a trading name of Total Gutter Maintenance Ltd.
First Floor, East Wing, Gibraltar House, Northallerton Business Park,
Thurston Road, Northallerton, DL6 2NA

TGM PRIVACY POLICY

TGM respect the privacy of its clients and website users. We take appropriate security measures to safeguard your privacy. We do not share your information with third parties without your permission. This Privacy Policy notice is for TGM clients and website users (www.tgm.co.uk) and governs the privacy of those who use it. TGM is a trading name of Total Gutter Maintenance Ltd registered as a private limited company.

Registration Company number 3408642.

Registered address: First Floor, East Wing, Gibraltar House, Northallerton Business Park, Thurston Road, Northallerton, DL6 2NA.

The purpose of this policy is to explain to you how we control, process, handle and protect your personal information.

1. How do we obtain and collect your personal data?

- By our website contact form.
- By sending us emails, text messages, or post.
- By speaking with us over the telephone; for example, enquiring about a service, queries relating to our services and purchase orders.
- By applying for a job vacancy with us.
- By purchasing our services.
- By contract meetings and contractor networking events.
- By our social media or network platforms.
- By searching for, viewing, clicking on and accessing through our website and our marketing communications.
- Your social media content (where it is in the public domain) and any messages you send us via social media. This information includes posts, comments, photos, and video footage.

If you are submitting details on behalf of other parties within your company, please make sure you have the permission of the company involved and the individuals before doing so.

We hold and process some or all of the following types of personal data that identifies individuals in connection with your business relationship with us:

- Company details, including name, address, telephone numbers, e-mail address, registrations (Company, VAT etc).
- Company bank details, including name, account number and sort-code.
- Company contact details, including name, job role, telephone numbers and email address.
- Company certification documentation.
- Quotes & invoices.
- Documentation and reports (including site reports for delivery addresses and certifications of completion).
- General communications between TGM and you.



- Tender information supplied by you.
- Job application documentation, including CV.

2. Do we get information from other sources?

We only obtain information from third parties if this is permitted by law. This information (Including your name, address, email address, date of birth etc.), as relevant to us, will only be obtained from reputable third-party companies that operate in accordance with the General Data Protection Regulation (GDPR). You will already have submitted your personal data to these companies and specifically given permission to allow them to pass this information to other companies that provide similar or complementary services to those we offer.

We do not share your information given to us with third parties without your permission.

3. How do we use your personal data?

We use your personal data to manage and administer works as a processor for the purpose of managing and administering TGM's business and maintaining business contact information. We also act as controller and processor in regard to the processing of your payment or making payment to you. We undertake at all times to protect your personal data, including financial details, in a manner which is consistent with TGM's duty of professional confidence and the requirement of the General Data Protection Regulation (GDPR) concerning data protection.

We may use your personal data in ways such as:

- Account set up and administration, including processing of bank payments.
- Providing goods and services.
- Delivering our services.
- Internal research and development purposes.
- Legal obligations (i.e. prevention of fraud).
- Meeting internal audit requirements.
- Personalisation of contact, business information or user experience.
- Delivering marketing and events communication.
- To gather feedback on services.
- To contact you from time to time about things you have advised you wanted to hear about.

4. What legal basis do we have for processing your personal data?

In accordance with the GDPR, we process your information on one or more of the lawful basis of consent, contract, legitimate interests, vital interests, public task, and legal obligation.

You have given your consent for us to use your information as described in this notice.



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The use is necessary to form a contract between us or to take steps which you requested us to take before entering into a contract.

The use is necessary for the purposes of our legitimate interests, including direct marketing, fraud prevention, preventing crime, and protecting public security.

The use is necessary for the performance of a task carried out in the public interest or in the exercise of our official authority.

The use is necessary to comply with a legal obligation to which we are subject to.

5. How long do we keep your data?

In accordance with our legal data protection and privacy obligations, we will only retain your information for as long as is necessary for the purpose for which it was collected. We will then securely delete it.

6. Important Information

If you have any questions or queries which are not answered by this Privacy Policy, or have any potential concerns about how we may use the personal data we hold, please write to TGM, Unit 1 platform 2 Station Road, Brompton-on-Swale, Richmond, North Yorkshire, DL10 7SH or email info@tgm.co.uk

We encourage you to visit the ICO website www.ico.org.uk to read more about your rights in accordance with GDPR.

We will provide such reasonable assistance as necessary to assist you in responding to any data subject access requests where we hold or process the personal data belonging to the data subject making the subject access request.

This Privacy Policy is regularly reviewed. This is to make sure that we continue to meet the highest standards and to protect your privacy. We reserve the right, at all times, to update, modify or amend this Policy. We suggest that you review this Privacy Policy from time to time to ensure you are aware of any changes we may have made however, we will not significantly change how we use information you have already given to us without prior agreement. Our up to date Privacy Policy will always be viewable on our website at www.tgm.co.uk, alternatively a copy can be emailed to you upon request by emailing info@tgm.co.uk

If you have a complaint regarding the use of your personal data or sensitive information, please contact us by writing to the Data Protection Officer at TGM, Unit 1 platform 2 Station Road, Brompton-on-Swale, Richmond, North Yorkshire, DL10 7SH or email info@tgm.co.uk and we will do our best to help you.



01609 783303



info@tgm.co.uk



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If your complaint is not resolved to your satisfaction and you wish to make a formal complaint to the Information Commissioner's Office (ICO), you can contact them by visiting the website www.ico.org.uk for full details.

7. Internet Cookies

We use cookies on our website www.tgm.co.uk to provide you with a better user experience. We do this by placing a small text file on your device/computer hard drive to track how you use the website, to record or log whether you have seen particular messages that we display, to keep you logged into the website where applicable, and to display relevant adverts or content.

Some cookies are required to enjoy and use the full functionality of this website.

We use a cookie control system which allows you to accept the use of cookies, and control which cookies are saved to your device/computer. Some cookies will be saved for specific time periods, where others may last indefinitely. Your web browser should provide you with the controls to manage and delete cookies from your device, please see your web browser options.

8. Data Security & Protection

We ensure the security of any personal information we hold by using secure data storage technologies and precise procedures in how we store, access and manage that information. Our methods meet the GDPR compliance requirement.

Samantha Williams

Managing Director, TGM

Reviewed Monday 14th October 2024



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info@tgm.co.uk

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