
Privacy Policy

last modified by Andy Hutt

on 2020/11/16 08:46

Table of Contents

.....	3
1. INTRODUCTION	3
1.1. Terminology	3
2. SECURITY	3
3. PURPOSE OF THIS PRIVACY POLICY	4
4. WHAT WE DO WITH YOUR PERSONAL INFORMATION	4
4.1. If you are a customer	4
4.1.1. Why we use your personal information	4
4.1.2. Our legal basis for using your personal information	4
4.1.3. Who we may share your personal information with	4
4.1.4. The transfer of your personal information to a Country or International Organisation outside of the European Union	4
4.1.5. How long we keep hold of your data	4
4.1.6. Statutory or Contractual Requirement	5
4.1.7. Automated Decision Making & Profiling	5
5. TRIOPSIS'S CONTACT DETAILS	5
6. YOUR RIGHTS	5
6.1. Access to your personal information	5
6.2. Correcting your personal information	5
6.3. Restriction of Processing of your personal information	5
6.4. Object to Processing	5
6.5. Erasure (also known as "the right to be forgotten")	6
6.6. Portability	6
6.7. Withdrawal of consent	6
7. HOW TO COMPLAIN	6

Section Owner Andrew Hutt

Data Classification Internal

If you wish to make changes to this page please contact the page owner shown above.

Subpages

Page Content

- [Privacy Policy](#)
- [1. INTRODUCTION](#)
 - [1.1. Terminology](#)
- [2. SECURITY](#)
 - [3. PURPOSE OF THIS PRIVACY POLICY](#)
- [4. WHAT WE DO WITH YOUR PERSONAL INFORMATION](#)
 - [4.1. If you are a customer](#)
 - [4.1.1. Why we use your personal information](#)
 - [4.1.2. Our legal basis for using your personal information](#)
 - [4.1.3. Who we may share your personal information with](#)
 - [4.1.4. The transfer of your personal information to a Country or International Organisation outside of the European Union](#)
 - [4.1.5. How long we keep hold of your data](#)
 - [4.1.6. Statutory or Contractual Requirement](#)
 - [4.1.7. Automated Decision Making & Profiling](#)
- [5. TRIOPSIS'S CONTACT DETAILS](#)
- [6. YOUR RIGHTS](#)
 - [6.1. Access to your personal information](#)
 - [6.2. Correcting your personal information](#)
 - [6.3. Restriction of Processing of your personal information](#)
 - [6.4. Object to Processing](#)
 - [6.5. Erasure \(also known as "the right to be forgotten"\)](#)
 - [6.6. Portability](#)
 - [6.7. Withdrawal of consent](#)
- [7. HOW TO COMPLAIN](#)

1. INTRODUCTION

triOpsis provides Field Force Management solutions for UK Utilities and Contractors.

1.1. Terminology

Below is some quick guidance on terminology to help you clearly understand this Policy: -

Personal information is any information relating to an identified or identifiable living person.

The Data Controller is a person who (either alone or jointly or in common with other persons) determines the purposes for which and the manner in which any personal information are, or are to be processed. In the context of this Policy, triOpsis is the Data Controller.

2. SECURITY

triOpsis is committed to protecting your personal information and privacy. We have security measures in place designed to ensure Confidentiality, Integrity and Availability of your data which is essential to retaining your confidence and trust.

3. PURPOSE OF THIS PRIVACY POLICY

The purpose of this privacy policy is to describe, in cases where triOpsis is the Data Controller, why and how we collect and use your personal information and provides information about your rights. It applies to personal information provided to us, both by individuals themselves or by others. We may use personal information provided to us for any of the purposes described in this privacy policy or as otherwise stated at the point of collection.

When collecting and using personal information, our policy is to be fair, lawful and transparent about why and how we process personal information.

4. WHAT WE DO WITH YOUR PERSONAL INFORMATION

4.1. If you are a customer

4.1.1. Why we use your personal information

We use your data for the following purposes: -

- Assist with future correspondence (such correspondence will always include an option to unsubscribe). Lawful basis for processing: Consent or Legitimate Interest
- Send you relevant information by email, post or other means if you have opted-in (such correspondence will always include an option to unsubscribe). Lawful basis for processing: Consent
- Improve your experience when browsing our website by personalising content. Lawful basis for processing: Legitimate Interest
- Manage internal records about our relationship. Lawful basis for processing: Legitimate Interest

To identify if you have registered with the Corporate Telephone Preference Service and/or have notified us that you do not wish to be contacted and/or receive direct marketing information regarding our services and activities;

Unless we have identified you do not wish to receive marketing information, as per above – to contact you directly in the future regarding our services, future fundraising campaigns and/or events.

To send you emailed newsletters regarding the Company's activities.

For financial reporting.

4.1.2. Our legal basis for using your personal information

The processing of your personal information is based upon the lawful basis of contract or legitimate interests as outlined above.

4.1.3. Who we may share your personal information with

We may share your information with triOpsis's Technology Providers who we engage to support our operations and/or host our data.

4.1.4. The transfer of your personal information to a Country or International Organisation outside of the European Union

We do not transfer personal information outside of the European Union.

4.1.5. How long we keep hold of your data

We retain the personal information processed by us, only for as long as is considered necessary for the purpose for which it was collected (including as required by applicable law or regulation). In the absence of specific legal, regulatory or contractual requirements, our baseline retention period for your personal information and other documentary created is 7 years.

4.1.6. Statutory or Contractual Requirement

The provision of your personal information is not a statutory or contractual requirement, or a requirement necessary to enter into a contract, nor are you obliged to provide the personal information.

4.1.7. Automated Decision Making & Profiling

We do not make any decisions in relation to your personal information, solely by automated means without any human involvement (e.g. we do not conduct automated decision making).

Neither do we conduct any automated processing of personal information to evaluate certain things about you (e.g. we do not conduct profiling).

5. TRIOPSIS'S CONTACT DETAILS

The Data Controller is triOpsis (registered in England under Reg No: 5880688 and with its registration address at Bourbon Court, Nightingales Corner, Amersham, England, HP7 9QS).

If you have any questions about this privacy policy or how and why we process personal information, please contact us via any of the routes below: -

Post:

The Data Protection Officer

Bourbon Court, Nightingales Corner, Amersham, England, HP7 9QS

Email: admin@triopsis.co.uk

6. YOUR RIGHTS

Under certain circumstances, you have the rights under data protection laws in relation to your personal information.

These rights are summarised below but if you would like more information on these rights, please go the [ICO's website](#). Additionally, if you wish to exercise any of these rights listed below, please contact us using any of the contact details provided via the contact details above.

6.1. Access to your personal information

You have a right of access to personal information held by us as a Data Controller. We will aim to respond to any requests for information promptly, and in any event within the legally required time limits (1 month under GDPR).

6.2. Correcting your personal information

You have a right to request amendment(s) to your personal information. Wherever practically possible, once we are informed that any personal information processed by us is no longer accurate, we will make the necessary amendments based on the updated information.

6.3. Restriction of Processing of your personal information

In certain circumstances, you have the right to request the restriction or suppression of your personal information. This effectively allows you to limit the way that we use your persona data.

6.4. Object to Processing

In certain circumstances, you have the right to object to the processing of your personal information. This effectively allows you to ask us to stop processing your personal information.

Where we have told you that any use of information is based on 'legitimate interest', you can raise an objection to that use. When you make an objection, we'll have up to one month to respond to you. We will stop using the information in this way unless we disagree that we should because of a compelling legal justification for continuing to use it. We'll always tell you what the justification is.

You have a right at any time to stop us from contacting you for marketing purposes or giving your information to other agencies. If you no longer wish to be contacted for marketing purposes, please contact us at the above email or address.

6.5. Erasure (also known as “the right to be forgotten”)

In certain circumstances, you have the right to request the erasure of your personal information.

6.6. Portability

In certain circumstances, you may have the right to obtain and reuse your own personal information, that you provided to us, for your own purposes across different services. This data will be provided in a structured, commonly used and machine-readable format and we can transmit this data directly to other parties at your request.

6.7. Withdrawal of consent

Where we process your personal information based on consent, you have a right to withdraw consent at any time.

If you would like to request to withdraw your consent, please contact us using the contact details provided in Section 5. Alternatively, to stop receiving our Marketing emails, please click on the unsubscribe link in any of the emails we have sent to you.

7. HOW TO COMPLAIN

In the event you wish to complain about our use of your personal information, please send an email with the details of your complaint to admin@triopsis.co.uk. We will look into and respond to any complaints we receive.

You also have a right to lodge a complaint with the Information Commissioner's Office (ICO) (the UK's data protection regulator). For further information on your rights and how to complain to the ICO, please refer to the ICO website: www.ico.org.uk.

