

PRIVACY POLICY

QMS0187.2 Revision 3 25th April 2023

At TCB-Arrow Ltd, we are committed to maintaining the trust and confidence of all Customers, Suppliers, Website visitors and Employees. In our Privacy Policy we provide details on when and why we collect your personal information and how we use it.

WHAT WE COLLECT

- . Name, address and job title
- . Contact information including e mail addresses
- . Other information relevant to customer & supplier product data & specifications
- . Information gained via surveys, google analytics, newsletters, blogs & social media.

WHAT WE DO WITH THE INFORMATION

- . Internal record keeping
- . We may use the information to improve and continue a high level of customer service.
- . We do not use your information to contact you for marketing research purposes.
- . We may contact you by phone, e-mail or mail.
- . We use third party devices, to monitor traffic and new enquiries on our website. These devices will collect standard internet log information and details of visitors behaviour patterns.

SECURITY

The security of your information is very important to us. As part of our commitment to keeping your data safe, only authorised employees are permitted to access it. These employees will only be allowed to access your data for the purposes identified above.

We do not allow any third parties to attempt to find out the identities of those visiting our website.

We aim to protect our Customers from fraud. As part of this, we may use your personal information to verify your identity to help prevent or detect fraud. These checks may involve your information being disclosed to credit reference agencies, who may keep a record of that information.

When you use TCB-Arrow guest Wi-fi we may collect data about your device, the volume of data that you use, the website and applications which you access and your usage by access time, frequency and location.

For the protection of all staff and property we operate a CCTV system.

Solutions through Partnership



TCB-Arrow Ltd
Watchmoor House
Watchmoor Road
Camberley
Surrey GU15 3AQ
Tel : +44(0)1276 679394
Fax : +44(0)1276 679055
E.Mail : Sales@tcb-arrow.co.uk

ACCESS TO YOUR PERSONAL INFORMATION

We will not sell, distribute your personal information to any third party unless we have your written permission, or are required to by law.

You may request details of personal information which is held at TCB-Arrow by contacting us at gdpr@tcb-arrow.co.uk or write to us at TCB-Arrow Ltd, Watchmoor House, Watchmoor Road, Camberley, Surrey GU15 3AQ.

If you believe any information we are holding on you is incorrect or incomplete please write to or e mail us as soon as possible.

To protect your privacy and security, we will take every reasonable step to verify your identity before gaining access or making corrections.

ICO REGISTRATION

As part of our compliance requirements we are registered with the Information Commissioner's Office. Our registration number is: **ZA180120**

Solutions through Partnership