



## **Privacy Notice:**

Please read the Talk Time UK, Privacy Notice carefully to understand how we use your personal data. Our Privacy Notice defines the basis for processing any personal data you provide to us or use our website or make an enquiry with us.

This is how your personal information is used by Talk Time UK.

**Updated May 2018.**

**If you have any questions or want more details about how we use your personal information, you can call us on 01505 335727 or e-mail us at [accountmanager@talktimeuk.co.uk](mailto:accountmanager@talktimeuk.co.uk).**

“Talk Time UK” process your personal information for the purpose of the Data Protection Act and the GDPR. This website privacy notice describes how we protect and use the information you give to us directly;

This policy is updated from time to time. The latest version is published on this page.

## **Protection of your data by law**

Your privacy is protected by law. This section provides further details about this.

According to Data Protection Laws, we are allowed to use personal information only if we have an acceptable reason to do so.

The law says we must have at least one or more of the following reasons:

- To fulfil a contract we have with you, or
- When it is our legal duty, or
- When it is in our legitimate interest, or
- When we have your consent to

If Talk Time UK has a business or commercial reason to use your information, this is known as ‘legitimate interest’ and if we need to rely on legitimate interest as the reason for using your data, we will tell you what that is.

## **Information We Use**

To ensure we are able to provide you with a contract or service, we will process the following personal information, please note that this is not an exhaustive list:

- Name
- Contact information including email address
- Information about your company and position

- • Other information relevant to enquiries
- • Transactional details

### Our Commitment to Your data

Our commitment to all our members and website visitors is:

- • To keep your data confidential and secure
- • Not to sell your data

Below is a list of all the ways that we may use your personal information, and specific reasons we rely on to use this information.

Use of your personal information	Reason
<ul style="list-style-type: none"> <li>• To manage your contract or service with us,</li> <li>• To provide advice or guidance about our service or contract</li> </ul>	<ul style="list-style-type: none"> <li>• Your consent</li> <li>• Fulfilling contracts</li> <li>• Our legitimate interests</li> <li>• Our legal duty</li> </ul>
<ul style="list-style-type: none"> <li>• To manage how we work with other companies that provide services to you and our customers</li> </ul>	<ul style="list-style-type: none"> <li>• Fulfilling contracts</li> <li>• Our legitimate interests</li> <li>• Our legal duty</li> </ul>
<ul style="list-style-type: none"> <li>• To deliver our services</li> <li>• To make and manage payments</li> <li>• To collect and recover money that is owed to us</li> </ul>	<ul style="list-style-type: none"> <li>• Fulfilling contracts</li> <li>• Our legitimate interests</li> <li>• Our legal duty</li> </ul>
<ul style="list-style-type: none"> <li>• To exercise our rights set out in agreements or contracts</li> </ul>	<ul style="list-style-type: none"> <li>• Fulfilling contracts.</li> </ul>

### Where Personal Information Is Collected From

Your personal information may be shared with Talk time UK from the organisations that operate within our dealer network;

- • Carphone Warehouse
- • Vodafone
- • O2
- • EE
- Daisy
- Abzorb

*This data will only be shared if you have agreed to:*

- • A service or contract
- • When you talk to us on the phone or at meetings
- • In emails and letters

We have taken the time to identify the types of information we collect and have grouped it accordingly.

<b>Personal Data type</b>	<b>Description</b>
Contact	Information about you and where you live
Transactional	Payment and transactional history from your account
Contractual	Agreements of services we provide to you
Technical	Information from technical devices when we are trying to resolve a technical issue
Communication	General communication and correspondence
Consent	Contact preferences you have expressed

### **Who We Share Your Personal Information With;**

We will only share your personal information with the following organisations in order to fulfil a contract or service;

Carphone Warehouse

We may be legally obligated to share your information with other organisations or government agencies.

### **Data Transfers Out of the EEA**

Talk Time UK does not transfer your personal information outside of the EEA. If we are ever required to send your personal information outside of the EEA it would be for the following reasons:

- • Comply with a legal duty
- • To help run your accounts and services

### **How Long We Keep Your Personal Information**

We will only keep your personal information for the duration of the contract, service or for the length of the warranty. If your information is no longer required for those reason we will delete it, unless required for legal, regulatory or technical reasons.

### **How to Get a Copy of Your Personal Information**

If you have any enquires about your information, what we do with it or believe any of the details held are inaccurate please contact us. If you wish to complain about the way Talk Time UK has handled your information, please contact us using the above methods. You can access the personal information we hold about you by writing to us at this address:

**Information Requests, Talk Time UK, Glenelg, Ulundi Road, Johnstone. PA5 8TE**

### **If you think Your Personal Data Is Incorrect?**

If you think we may have information about you that is incorrect or wrong, you have the right to question and raise this with us. Please contact us if you want to do this and we will take reasonable steps to check its accuracy and correct it.

## Your Rights to Stop Us Using Your Personal Information?

We may need to keep your data for legal or official reasons, but you can inform us if you think that we shouldn't be using it. You can object to us using your data or to have it deleted and removed if you think there is no reason for us to have it. This is now recognised as the 'right to object', the 'right to erasure' or the 'right to be forgotten'.

We can sometimes limit the use of your data and this will mean that your data will only be used for specific things like legal rights and legal reasons. In this case, we will not use or share your information in additional ways while it is restricted.

You have the right to ask for your personal data to be restricted if you think:

- It is not correct.
- It you think it has been used unlawfully, but you do not want it deleted.
- It is no longer relevant, but you want us to keep it for a legal claim.
- You are waiting for us to confirm if we are allowed to keep on using it, but you have already asked us to stop using your data.

**If you want us to stop using your personal data for any of the above cases, please contact us.**

## How You Can Withdraw Your Consent

You have the right to withdraw your consent at any time so please let us know if you wish to withdraw consent. It may not always be possible to provide certain services to you if you do this, however we can confirm this with you.

## How to Make a Complaint

If you are unhappy or unsatisfied with why and how we have used your personal data, you can contact us by sending an e-mail to [accountmanager@talktimeuk.co.uk](mailto:accountmanager@talktimeuk.co.uk) or by writing to us at this address:

**Complaints, Talk Time UK, Glenelg, Ulundi Road, Johnstone. PA5 8TE**

If you are unhappy with our response, you can contact the office or the Information Commissioner at:

Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

Tel: 0303 123 1113

Website: <https://ico.org.uk/global/contact-us/>

## Formats for Sharing Data

From the 25 of May 2018, you have the right to obtain your personal information from us in a format that can be easily re-used or ask us to pass on your personal information in this format to other organisations.

## Cookies and How We Use Them

What is a cookie?

A cookie is a small file placed on your computer's hard drive. It enables our website to identify your computer as you view different pages on our website.

Cookies allow websites and applications to store your preferences in order to present content, options or functions that are specific to you. They also enable us to see information like how many people use the website and what pages they tend to visit.

You can set your browser to not accept cookies and the website [www.allaboutcookies.org](http://www.allaboutcookies.org) can tell you how to remove cookies from your browser. However, some of our website features may not function as a result.

You can read more about how we use cookies in our Cookies Policy.

## Controlling Cookies

You can use your web browser's cookie settings to determine how our website uses cookies. If you do not want our website to store cookies on your computer or device, you should set your web browser to refuse cookies.

However, please note that doing this may affect how our website functions. Some pages and services may become unavailable to you.

Unless you have changed your browser to refuse cookies, our website will issue cookies when you visit it.