



## Privacy Policy

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

We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (where provided, including name, email, telephone, address, communications); comments and feedback.

### **How we collect information?**

When you conduct a transaction (filling in a contact form, or mailing list subscription) on our website, as part of the process, we collect personal information you give us such as your name, address and email address. Your personal information will be used for the specific reasons stated above only.

### **Why do we collect such personal information?**

We collect such non-personal and personal Information for the following purposes:

1. To provide and operate our business;
2. To provide users with ongoing customer assistance and support;
3. To be able to contact Visitors and Users with general or personalised service-related notices and promotional messages;
4. To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which I or my business partners may use to provide and improve our respective services;
5. To comply with any applicable laws and regulations.

### **How do we store, use, share and disclose site visitors' personal information?**

Our website is hosted on the Wix.com platform. Wix.com provides me with the online platform that allows me to sell my services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

### **How we communicate with site visitors?**

We may contact you to:

1. Respond to an enquiry that you've submitted
2. To troubleshoot problems you've encountered/with your account
3. To resolve a dispute
4. To poll your opinions through surveys or questionnaires
5. To send updates about our company
6. Or, as otherwise necessary to enforce applicable national laws and any agreement with may have with you.

In compliance with applicable national laws and GDPR, we will only send marketing materials (e.g. email newsletters) if specifically requested by you the user.

### **How do we use cookies and other tracking tools?**

A cookie is a small text marker stored on your computer that enables us to track the use of our website. When you visit our site we can collect data from your computer or other device such as a smart phone or tablet using "cookies".

To find out more about which cookies we collect and what we use them for, please view our [cookie policy](#)

### **How can you access and update your personal information?**

You can update your personal information by contacting us on [info@tcha.uk](mailto:info@tcha.uk).

You can ask for a copy of the personal information we may hold about you, or for your data to be deleted. If you wish to contact us by telephone, please use 0333 344 7522.

### **How long do we keep your personal information for?**

We will keep your information only for as long as it is relevant and useful for the purpose for which it was originally collected.

### **Your rights:**

- Right of access – you have the right to request a copy of the data that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – you can ask for us to restrict the way we process your data.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to our processing your data where we are relying on a legitimate interest in order to process it.
- Right to withdraw your consent – you have the right to withdraw your consent at any time.

Exercising your rights, asking questions and raising concerns:

Please contact us at [info@tcha.uk](mailto:info@tcha.uk) or send a letter to: Tcha Ltd, The Henley Building, Newtown Road, Henley on Thames, RG9 1HG

## **Privacy policy updates**

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

V1. Jul 2020.