

## **Privacy Policy**

Tendercare Ltd is a company registered in England.

For the purposes of the Data Protection Act 1998, the Data Controller is Tendercare Ltd whose head office is at Unit 10 Minster Court, Courtwick Lane, Littlehampton, West Sussex, BN17 7RN.

### **Policy Overview**

Maintaining the security of your data is a priority at Tendercare, and we are committed to respecting your privacy rights. We pledge to handle your data fairly and legally at all times. Tendercare is also dedicated to being transparent about what data we collect about you and how we use it.

This policy provides you with information about:

- how we use your data;
- what personal data we collect;
- how we ensure your privacy is maintained; and
- your legal rights relating to your personal data.

### **How We Use Your Data**

#### **General**

Tendercare Ltd (and trusted partners acting on our behalf) uses your personal data:

- to provide goods and services to you;
- to make a tailored website available to you;
- to verify your identity;
- with your agreement, to contact you electronically about product information which we think may interest you;
- to enable Tendercare Ltd to manage customer service interactions with you; and
- where we have a legal right or duty to use or disclose your information (for example in relation to an investigation by a public authority or in a legal dispute).

### **Sharing Data with Third Parties**

#### **Our Service Providers and Suppliers**

To make certain services available to you, we may need to share your personal data with some of our service partners. These include IT and delivery service providers.

Tendercare Ltd only allows its service providers to handle your personal data when we have confirmed that they apply appropriate data protection and security controls.

### **Other Third Parties**

Aside from our service providers, Tendercare Ltd will not disclose your personal data to any third party. We will never sell or rent our customer data to other organisations for marketing purposes.

### **How Long Do We Keep Your Data?**

We will not retain your data for longer than necessary for the purposes set out in this Policy.

### **What Personal Data Do We Collect?**

Tendercare Ltd may collect the following information about you:

- your name;
- your contact details: postal address including billing and delivery addresses, telephone numbers (including mobile numbers) and e-mail address;
- purchases and orders made by you;
- your communication and marketing preferences;
- we offer customers the ability to make payment for goods/services by card over the telephone and we would confirm that we do not store card details.

Our website is not intended for children and we do not knowingly collect data relating to children.

This list is not exhaustive, and, in specific instances, we may need to collect additional data for the purposes set out in this Policy.

### **How We Protect Your Data**

#### **Our Controls**

Tendercare Ltd is committed to keeping your personal data safe and secure. We may keep your information in written form or on a computer. Whenever possible, all information that identifies you will be removed. Any payment transactions will be encrypted using SSL technology.

Our security measures include: -

- encryption of data;

- security controls which protect the entire Tendercare Ltd IT infrastructure from external attack and unauthorised access; and
- internal policies setting out our data security approach and training for employees.

### **What Can You Do to Protect Your Data?**

Tendercare Ltd will never ask you to confirm any bank account or credit card details via email. If you receive an email claiming to be from Tendercare Ltd asking you to do so, please ignore it and do not respond.

### **Virus protection**

We make every effort to check and test material at all stages of production. It is always wise for you to run an anti-virus programme on all material downloaded from the internet. We cannot accept any responsibility for any loss, disruption or damage to your data or your computer system that may occur while using material derived from this website.

### **Links Policy**

It is not necessary to ask permission to link directly to pages hosted on this site. However, we do not permit our pages to be loaded into frames on third party websites. The pages must load into the user's entire window. You must not use the Tendercare Limited logo to link to our site without prior permission. Our website may contain links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

### **Disclaimer**

All external links provided on this site are provided for information and convenience only. Tendercare Ltd is not responsible for the contents or reliability of any websites to which this site provides links and does not necessarily endorse the views expressed within them. Listing should not be taken as endorsement of any kind.

### **Your Rights**

You have the following rights:

- the right to ask what personal data that we hold about you at any time, subject to a fee specified by law (currently £10) and you'll need to provide two copies of your ID. These can include your:

Passport

Driving licence

Birth certificate

Utility bill (from the last three months)

Current vehicle registration document

Bank statement (from the last three months)

Rent book (from the last three months);

- the right to ask us to update and correct any out-of-date or incorrect personal data that we hold about you free of charge; and
- the right to opt out of any marketing communications that we may send you.

If you wish to exercise any of the above rights, please contact us using the contact details set out below.

### **Contact Information**

If you have any questions about how Tendercare Ltd uses your personal data that are not answered here, or if you want to exercise your rights regarding your personal data, please contact us by any of the following means:

- phone us on: 01903 726161;
- e-mail us at: [info@tendercareltd.com](mailto:info@tendercareltd.com) or
- write to us at: Tendercare Ltd, PO Box 3091, Littlehampton, West Sussex, BN16 2WF

You have the right to lodge a complaint with the Information Commissioner's Office. Further information, including contact details, is available at <https://ico.org.uk>

### **Legal Basis for TENDERCARE LTD Processing Customer Personal Data**

#### **General**

Tendercare Ltd collects and uses customers' personal data because it is necessary for:

- the pursuit of our legitimate interests (as set out below);
- the purposes of complying with our duties and exercising our rights under a contract for the sale of goods to a customer; or
- complying with our legal obligations.

In general, we only rely on consent as a legal basis for processing in relation to sending direct marketing communications to customers via email. In specific situations, we can collect and process your data with your consent. For example, when you tick a box to receive email newsletters.

Customers have the right to withdraw consent at any time. Where consent is the only legal basis for processing, we will cease to process data after consent is withdrawn.

#### **Our Legitimate Interests**

The normal legal basis for processing customer data is for it to be necessary for the legitimate interests of Tendercare Ltd. In specific situations, we require your data to pursue our legitimate interests in a way which might reasonably be expected as part of running our business and which does not materially impact your rights, freedom or interests including: -

- selling and supplying goods and services to our customers;
- protecting customers, employees and other individuals and maintaining their safety, health and welfare;
- promoting, marketing and advertising our products and services;
- improving existing products and services and developing new products and services;
- complying with our legal and regulatory obligations;
- handling customer contacts, queries, complaints or disputes;
- protecting Tendercare Ltd, its employees and customers, by taking appropriate legal action against third parties who have committed criminal acts or are in breach of legal obligations to Tendercare Ltd;
- effectively handling any legal claims or regulatory enforcement actions taken against Tendercare Ltd.

### **Updates**

We keep our privacy policy under regular review and we will place any updates on this webpage. This policy was last updated in April 2018.