

Trifle Solutions Ltd Privacy Policy

Trifle Solutions Limited (“**Trifle Solutions**”, “**we**”, “**us**”, “**our**”) is a provider of Telesales and marketing services (the “**Services**”). In providing the Services, we contact businesses in relation to the goods and services in which they may be interested. This Privacy Policy sets out the data processing practices carried out through the operation of our Services and the use of our website.

Please note that all data captured and processed by Trifle Solutions will be done so in accordance with the applicable data protection laws, including the GDPR.

Information collected

The information we collect about individuals is always business related information – such as name, contact details and role. This information is either provided to us directly by the business, provided to us from our customers, or collected by us from third parties.

We collect information from visitors to this website through the use of online forms and contact us webpages. We collect your details when you email us with an enquiry.

In addition to the above, we collect information automatically about your visit to our website. Please see our Cookies Section for more details.

Use of personal information

In accordance with data protection laws, we will only process your personal data where we have a lawful basis for doing so. In respect of your personal data, these bases are: (i) where you have given your consent; and (ii) where it is in our (or a third party’s) legitimate interests to process your personal data, provided that none of these prejudice your own fundamental rights or freedoms.

Primarily, Trifle Solutions collects, receives and process personal data of individuals in a business context to contact them about goods and services in which their business may be interested. This information is processed by Trifle Solutions in accordance with its (and its customer’s) legitimate interests.

Marketing

Please note that your information may be used to send you details of those products or services that we (or our customers) offer that we have identified as likely to be of interest to you.

At the completion of any campaigns on behalf of our customers, we will pass the contact details to such customers of those whose businesses are interested in the goods and services offered through the campaign.

You will always have the right to opt-out of receiving marketing from us and we will always ensure that we screen any databases against the Corporate Telephone Preference Service prior to contacting businesses.

If you would like to opt-out of any marketing communications from us or limit the channels in which we contact you (such as email, phone or post only), please contact us at Dataprotection@triflesolutions.co.uk. Please note that even if you opt-out we may still receive your details from third parties and our customers in relation to specific campaigns and you may therefore need to notify our customers in order to opt-out.

Disclosures

We will share your data with our customers where you have expressed an interest in their goods and services. We may also share your data with third parties but only where: (i) they process your data on our behalf and in accordance with this Privacy Policy; (ii) we have a written contract with the processor ensuring that your data is protected.

We may share your personal data with other members of our group of companies.

Other than as set out above, we will not share your data with third parties unless we are obliged to disclose personal data by law, or the disclosure is necessary for purposes of legal proceedings, national security, taxation, or criminal investigation; or where we have your consent; or in relation to a takeover, merger or asset sale of our business.

Other websites

Our website may contain links to other websites that are outside our control and are not covered by this Privacy Policy. If you access other sites using the links provided, the operators of these sites may collect information from you that will be used by them in accordance with their privacy policy, which may differ from our own.

We also recommend that where we contact you on behalf of a customer that you review our customer's privacy policy.

Your rights

Under certain circumstances, by law, you have the right to:

- Request access to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.

- Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- Object to processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground and where we do not have compelling legitimate interests to override such objection. You also have the right to object where we are processing your personal information for direct marketing purposes.
- Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- Request the transfer of your personal information to another party.

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

Please be aware that the rights above are not absolute and there may be circumstances where we are unable to comply with your request. In such cases we will explain why we cannot comply with the request.

If you would like to exercise any of your rights please contact us. Please note that we may need to verify your identity before being able to give effect to any request by you to exercise your rights.

You also have the right to complain to the Information Commissioner's Office in respect of the processing of your personal data.

Internet-based transfers

Given that the Internet is a global environment, using it to collect and process personal data necessarily involves the transmission of data on an international basis. This means for instance that data you pass to us may be processed outside the European Economic Area (such as the USA), although we will always take all reasonable steps to ensure adequate measures are in place to keep your data secure in line with the requirements of UK data protection legislation (including by putting in place European Commission-approved standard contractual clauses or by transferring personal data to jurisdictions which the European Commission recognises as providing adequate protection, such to the USA, if companies are signed up to the Privacy Shield scheme).

Retention

We will only retain your data for as long as is necessary in accordance with the purposes set out in this Privacy Policy, and in any event no longer than 3years from last contact.

Please note that if you opt-out of any marketing we will retain a record of your data to ensure that you do not receive any future marketing.

Amendments

Please note that this Privacy Policy is subject to change from time to time. It was last reviewed in May 2018.

Contact Us

If you have any questions or concerns about this Privacy Policy or our use of your personal data, please contact us our Data Protection Officer
Dataprotection@triflesolutions.co.uk.