



# Privacy Policy

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TCS promises to keep your personal information secure as required by the EU General Data Protection Regulation. Any information we request from you will be used in accordance with the below privacy statement.

## Data Controller

The Data Controller is TCS (Europe) Ltd. with registered address: TCS (Europe) Ltd, Office 309, Spaces, 307 Euston Road, London, NW1 3AD.

## What information we may hold and how it is collected

Your name and contact details such as address, email address, telephone number may be collected when you message us via an online contact form, sign up to our newsletter, or contact us via mail, email or by telephone. We will also keep a record of any correspondence resulting from contact made with us.

We may also collect the Internet Protocol (IP) address used to connect your computer to the internet on visiting our website and use software tools such as Google Analytics to gain information on how you use our website.

Our website is not intended to be used by children and we do not knowingly collect any information relating to children.

## Why we collect this information

This information is used to provide services such as sending newsletters or other general or personalised marketing materials as agreed at the time this information was collected. We may also use this information to contact you with respect to ongoing agreed services. It may also be used to comply with applicable laws and regulations.

## How we store, use and disclose your information

Our website is hosted on the Wix.com platform. 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.

This information may also be stored on TCS's own secure servers and also by third party marketing firms for the purpose of automating marketing correspondence and potentially courier or delivery companies where you have consented to receiving marketing materials by mail. TCS takes steps to ensure your information is kept secure by all parties who have access to your data.



## How we may communicate with you

We may contact you to resolve a dispute, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any other agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail.

## Use of cookies and tracking tools

TCS collects information about user behaviour on our website with the use of cookies. A cookie is a small text file that a website can save on to a user's computer hard drive. Cookies help to deliver a better user experience when browsing a website by storing information about a user's preferences on that website. These cookies may remain on your computer after you have finished browsing, but they can be deleted either manually, in your browser settings, or by use of system utilities. Your browser may allow you to choose not to accept cookies in your browser settings. Please note, if you do not wish to use cookies when browsing our website, this may have an effect on your browsing experience.

Here is a list of cookies that we use. We've listed them here so that you can choose if you want to opt-out of cookies or not.

We also use Google Analytics to collect information on how people navigate our website. These services provide information such as which pages on our site a user has visited, where they visited from and how many visitors we have had to the site. This information cannot be used to identify you personally.

We may include content within our site from third party sites in embedded form. This may be in the format of a YouTube video or Instagram image, for example. When viewing this content, you may be delivered cookies from these websites. TCS does not control the use of cookies from these websites. Please check the relevant third-party website for more information about their use of cookies.

We may also link to external websites on our website, which are not controlled by TCS and are not covered by this privacy notice. If you choose to access these sites, please refer to their privacy policy for information on how they may collect information from you.

## Withdrawing consent

If you do not wish for us to process your data any longer, please contact us at [info@tcseurope.co.uk](mailto:info@tcseurope.co.uk) or at TCS (Europe) Ltd, Office 309, Spaces, 307 Euston Road, London, NW1 3AD.

## 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.

## Questions and contact

If you would like to: access, correct, amend or delete any personal information we have about you, please contact us at [info@tcseurope.co.uk](mailto:info@tcseurope.co.uk) or at TCS (Europe) Ltd, Office 309, Spaces, 307 Euston Road, London,



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