

Trivallis – Information Notice for Money Advice

Your privacy is important to us. This information notice explains what personal data we collect from you and how we use it. Please read the summaries below and, if you'd then like more information, contact us.

Trivallis Ltd
Ty Pennant
Mill Street
Pontypridd
CF37 2SW
Tel: **03000 030 888**

Our Data Protection Officer is Phil Privett and you can contact him on the telephone number above or at **dataprotection@trivallis.co.uk**

Why do we process your personal information?

We process your personal information, including any special categories of personal information, in connection with providing you with a support service. This information is processed with your consent and you have the option to withdraw this consent at any time.

If you didn't give us this information, or consent for us to process it, Trivallis wouldn't be able to provide you with support.



What personal information do we process and where do we get it from?

Most of the personal information that we process is information that you've given us about you and the people who live with you. This includes things like your name, address, telephone numbers and date of birth. We may also process special categories of personal information such as your race or ethnic origin, religion, and information concerning your health or sexual orientation but will only do this where there is a lawful basis for us to do so, for example, where you have consented to us processing your information.

Sometimes we process personal information about you that we've been given by other organisations

such as the local authority. This could include, for example, information relating to a housing application, housing benefit claim or support package. The other organisation would only share this information with us, though, where either you've given them permission to do so or the law allows them to do so.



Who do we share your personal information with?

In order to provide you with support, we sometimes share your personal information with other people or organisations. This includes organisations like the local authority, to allow them to process any claim for housing benefit that you might make or to provide a service to

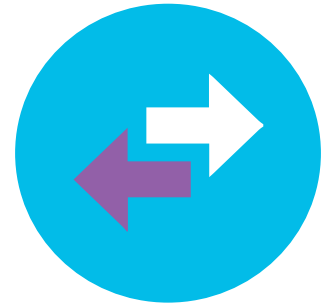
you; or the Department for Work & Pensions for the purposes of submitting a claim. We only do this, though, if you consent for us to do so, or where there are laws that allow us to do so, or if it's necessary for us to do so in order for us to provide you with support.

Do we ever transfer your personal information outside of the European Economic Area?

Much of the personal information that we process at Trivallis is held electronically, and most of this is held in our offices at Pontypridd. Some of our computer systems store the information off-site though and, when they do, we work closely with the software providers to make sure that the information is stored in accordance with the requirements of the General Data Protection

Regulation (GDPR).

No personal information is stored in data centres outside of the European Economic Area.



How long do we hold your personal information for?

In connection with providing you with support, we hold your personal information for a period of 2 years after the support has ended and, usually, this is the longest that we will hold any of your personal information for. At the end of this time, we'll securely dispose of your personal information.

When we have to hold your personal information for longer than this, for example, on some of our computer systems, we'll look to anonymize it.

What rights do you have?

You have a number of rights under the General Data Protection Regulation (GDPR).

You have the right to access the personal information that we process about you and, if you believe that the personal information is incorrect or incomplete, to have it corrected or deleted. You have the right, in certain circumstances, to block the processing of your data and the right to object to some types of processing. You also have the right to lodge a complaint to a supervisory authority - the Information Commissioner's Office for the UK.

For more information on individual's rights, you may wish to visit <https://www.trivallis.co.uk/data-protection> or the Information Commissioner's website: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

