

Trivallis – Information Notice for Surveys

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 surveys that we're undertaking in order for us to improve the service that we give to you.

We may require your consent in order to process your personal information. If we do, we will make this clear to you and will not process your information unless you consent to us doing so. You will then be given the option to withdraw your

consent at any time.

In some instances we process your personal information because, as a business, we have a legitimate interest in doing so. We only do this, though, when we're confident that you would reasonably expect us to do so.



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

Many of our surveys can be completed anonymously. Sometimes, though, we request that you provide us with your personal information in order for us to improve the service that we give to you. This includes things like your name, address, telephone numbers, date of birth and gender. If we process any special categories of personal information in connection with

undertaking surveys, such as your race or ethnic origin, religion, and information concerning your health or sexual orientation, we will only do so where you have consented to us processing your information.



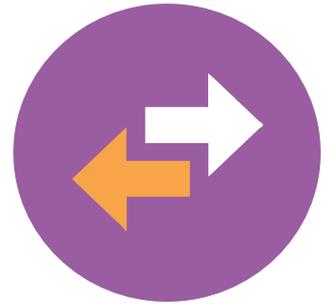
Who do we share your personal information with?

In connection with undertaking surveys, we don't share your personal information with other people or organisations.

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 unless those data centres are located in a country that has been recognised by the European Commission as having an adequate level of protection.



How long do we hold your personal information for?

In connection with undertaking surveys, we hold your personal information for a period of 2 years after you have completed the survey.

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/>

