

Trivallis

Covid-19 Information Notice

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 order to provide services to you in conjunction with the Local Authority, and in connection with the Coronavirus pandemic. 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, we wouldn't be able to provide you with these services.



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 yourself. This includes things like your name, address, telephone numbers and date of birth. We also process special categories of personal information such information concerning your health, 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, where we need to process your information in order to protect your vital interests, or where there are laws that allow us, or require us, to do so.

Sometimes we process personal information about you that we've been given by other organisations such as the local authority. 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?

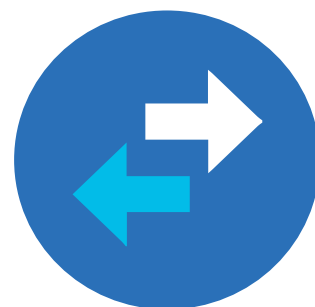
In order to provide you with support, we share your personal information with the local authority. We only do this, though, if you consent for us to do so, or where there are

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?

All of the personal information that we process is held electronically in off-site data centres, and 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) and the Data Protection Act 2018.

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 support to you, we hold your personal information for 1 year 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 data.

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 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/>

