



TSS (Total Security Services) Ltd  
Your Partner in Security



# TSS (Total Security Services) Ltd

## Privacy Notice 2021



TSS (Total Security Services) Ltd  
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TSS (Total Security Services) Ltd is committed to protecting your personal information and respecting your privacy and rights when it comes to information processing. TSS commits to maintaining compliance with the General Data Protection Regulation (GDPR), the Data Protection Act 1998 (DPA) and any associated data protection regulations that come into force as and when required. This Privacy Notice tells you what to expect when TSS collects your personal information, and details your rights as an individual to control how your personal information is processed.

## COLLECTION OF PERSONAL INFORMATION

When you access and browse our website and when you correspond with us by phone or email, you may give us information about yourself. This information can include your name, postal address, email address, landline and/or mobile telephone number, and information about your employment (including your job title, responsibilities and employer's details) as well as other personal information. With regard to each of your visits to our website(s), we may also collect the following information:

- technical information, including the Internet protocol(IP) address used to connect your computer to the internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating systems and platforms; and
- information about your visit, including the full Uniform Resource Locators (URL) clickstreams to, through and from our websites, information you viewed or searched for, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks and mouse-overs), methods used to browse away from that page and any phone number used to call us.





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## HOW WE USE YOUR INFORMATION

Where TSS collects personal data such as your name, postal address or e-mail address, then this information is used exclusively by TSS for providing the services requested or for controlling access to restricted areas.

By completing an application form or request for information you are consenting to TSS processing your personal data as described in this Privacy Policy.

TSS will only pass your personal data to relevant third party organisations or individuals to fulfil an employment contract with you or where necessary for the purposes of relevant TSS communication, or unless specifically compelled to do so by law or court order, or other legitimate reason.

The data that we collect from you will be processed and managed by various third party suppliers operating under direct instruction from TSS. Your data will not be used by our supplier for any purpose other than that specified by TSS.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

## PUBLIC WEBSITE AREAS

You can visit the TSS website without telling us who you are or revealing any information about yourself.

## SECURE WEBSITE AREAS

If you register to use the password protected areas of the site, this data will be used to help control access to these secure areas.



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## COOKIE POLICY

We use cookies and similar technologies on our web sites to improve performance and make your experience better.

Your use of our web sites indicates your consent to the cookies described in this policy.

Cookies are small pieces of information that are stored by your browser on your computer's hard drive. TSS will occasionally place a cookie on the visitor's hard drive to provide more user-friendly browsing or useful features to the website visitor.

Most browsers are initially set to automatically accept cookies. If you prefer, you can reconfigure your browser to reject cookies, but you may not be able to take full advantage of our website if you do so.

## HOW DO WE USE COOKIES?

We use a limited number of cookies essential to certain services you have requested or for security purposes. TSS will occasionally monitor the IP addresses of visitors to assess the usage of the site and which pages are most popular. TSS does not link these IP addresses to personal data such as a visitor's name and/or e-mail address etc.

Additionally, we collect information about how visitors use our site. We use the information to compile reports and to help us analyse and improve the site. The cookies collect information in an anonymous form, such as the number of visitors to the site, where visitors have come to the site from and the pages they visited.

## HOW DO I CHANGE MY COOKIE SETTING?

Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

To opt out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>.



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## PEOPLE WHO CONTACT US THROUGH SOCIAL MEDIA

You can contact TSS via Facebook, Twitter, LinkedIn or YouTube by direct message if you wish to enquire about our services or wish to comment on our services. These communications are managed by our Communications department and will only ever be shared internally at TSS for the purpose of providing you with the information you have requested.

## WHAT OTHER INFORMATION DOES TSS REQUEST?

We may also request your e-mail address or mailing address for the purposes of conducting a survey, adding you to our mailing list, or by your request to have someone contact you for additional information.

Whenever we request the identity of a visitor, we will clearly indicate the purpose of the inquiry before the information is requested. We maintain a strict "No Spam" policy that means we do not intend to sell, rent, or otherwise give your e-mail address to a third-party, without your consent.

In addition, T.S.S. (Total Security Services) Limited will not send you e-mail that you have not agreed to receive. If you are a member of our Mailing List, you will be contacted with announcements, news, portfolio additions, and new products or services.

You have the option of "Unsubscribing" from our Mailing List at any time, thereby disabling any further such e-mail communication from being sent to you. If you wish to have specific communications with a member of the T.S.S. (Total Security Services) Limited staff, you will be required to provide specific information that will be routed to the appropriate contact within T.S.S. (Total Security Services) Limited.





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## YOUR RIGHTS

Under the GDPR, TSS recognises and respects that you have rights as an individual providing personal data:

- You have the right to know exactly how your personal data will be processed by TSS. TSS commits to processing your data fairly, lawfully and transparently, details of which are set out in this Privacy Notice.
- You have the right to request access to the personal data that TSS holds about you.

If you wish to make a free Subject Access Request, please contact us via the email address given below.

- You have the right to request changes to the data held about you if the data is incorrect or requires additional information.
- You have the right to request erasure of your data or the right to be forgotten completely, where there is no legitimate reason for your data to continue to be processed.
- You have the right to request that processing of your data is restricted so that the data remains stored but is not further processed by TSS.
- You have the right to request a copy of your data in a portable format. You may notify TSS of any request to change how your personal data is processed by telephone, email or post (see How to Contact Us below).

TSS retains the right to continue processing personal data if there are compelling legitimate grounds for the processing, which override the interests, rights and freedoms of the individual, or the processing is for the establishment, exercise or defense of legal claims.

## CHANGES TO THIS PRIVACY NOTICE

This Privacy Notice is regularly reviewed and may change from time to time. TSS commits to maintain compliance with the EU General Data Protection Regulation (GDPR), the Data Protection Act 1998 and any associated regulations that come into force as and when required.



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## HOW TO CONTACT US

If you wish to contact TSS for further information about our Privacy Policy, you can call, email us or write to us at: The Curve, 18 Hickman Avenue, Highams Park, London E4 9JG  
E: [dpo@totalsecurity.co.uk](mailto:dpo@totalsecurity.co.uk) T: 020 8523 5533

## DISCLAIMER

This Privacy Notice does not provide exhaustive detail of all aspects of TSS's collection and use of personal information. However, we are happy to provide any additional information or explanation needed when requested. TSS makes every effort to ensure that the information provided on its website is accurate and current. However, we cannot guarantee this and cannot accept responsibility for any errors, omissions, misstatements or mistakes on the website. Anyone becoming aware of such matters is requested to notify TSS in writing or by email.

## LINKS TO OTHER WEBSITES

This Privacy Notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

## COPYRIGHT

This website, including logos and trademarks, is copyright protected, except where it is specifically stated to the contrary. If you have any questions about copyright, please contact us.

## TRADEMARK

The TSS logo is a registered trademark of TSS (Total Security Services) Ltd. If you have any questions about the logo, please contact us.

Ricky Gardezi  
**Chairman**  
**TSS (Total Security Services) Ltd**

**REGISTERED OFFICE**  
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INVESTORS  
IN PEOPLE

Accredited  
Until 2019

