This privacy policy informs you as to how we look after your personal data when you visit our website (regardless of where you visit it from), if you engage any services from us and informs you of your privacy rights and how the law protects you.

This website is not intended for persons under 18 years of age and we do not knowingly collect data relating to minors.

**Protecting Your Privacy**

Talis Solutions Ltd are committed to protecting the privacy and security of all of our customers and staff and we appreciate and respect how important your privacy is. For any enquiries in relation to this please send us an email at

hr@talissolutions.com

For all our services including the data controller — our company address is

Talis Solutions Ltd, Commercial House , Commercial Street , St Helier, JE2 3RU

Talis Solutions managing director - Lee Coote - also oversees the data protection role and is responsible for responding to questions in relation to this privacy notice.

If you have any questions, including formal requests to exercise your legal rights, please contact us at hr@talissolutions.com  or via the company’s address above.

You have the right to make a complaint at any time to the Office of the Information Commissioner in Jersey - enquiries@jerseyoic.org - however, we would appreciate the chance to respond to your query beforehand, so please email us or call in the first instance.

***It is important that the personal data we hold about you is accurate and up to date. Please inform us if your personal information changes during your relationship with Talis.***

**Third-Parties**

Our website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling ‘plug-ins’ may allow third parties to collect or share data about you.

***We do not control these third-party websites and are not responsible for their privacy statements.*** When leaving the Talis website, we would encourage you to read the privacy notice of each new website you visit.

**Data Collection**

We may gather, use, store and transfer different kinds of personal data about you which we have grouped as:

* **Identity Data** - first names, surname/s, username or similar identifiers, titles and any other form of name
* **Contact Data** - billing addresses, delivery addresses, email addresses, telephone numbers and electronic addresses.
* **Financial Data** - bank account/s and payment card details.
* **Transaction Data** - any details about payments to and from you and other details of products and services you may have purchased from us.
* **Technical Data** - internet protocol (IP) addresses, your login data, browser type and version, time zone setting and location, browser ‘plug-in’ types including version numbers, operating systems / platforms and other technology on the devices you use to access our website.
* **Profile Data** - your username and password, purchases or orders made by you.
* **Usage Data** - includes information about how you use our website, products and services.
* **Marketing and Communications Data -** including your marketing and communication preferences.

The services we offer include security relating to crowd control. In relation to these services we may collect and process personally identifiable data that relates to alleged criminal activity, or health data (in the event that we are required to administer or assist first aid). Any personal data or special category data collected for these purposes will not be used for any marketing purposes and will only be shared with the States of Jersey Police (for the purpose of criminal investigation) or professional medical personnel (for health care).

How we process depends on your information. The information below shows what we do, and why we do it.

**Identity and Contact data**

| **How we use your name and contact details** | **Why** | **Lawful Basis for Processing** |
| --- | --- | --- |
| To register you as a new customer | We have to use your name and address to add you to our systems. | Processing is necessary for the performance of a contract/installation |
| Send equipment directly to a site | We have to use your name and address to deliver your equipment to a site/location | Processing is necessary for the performance of a contract and for the purposes of Talis Solutions interests in case of reliance on historic addressing. |
| Sending you information by email or about any new products and services | To keep you up to date with our latest technical products. We only send this with your permission | You have given consent or for the use of your data to update you.  |
| Fraud prevention and detection | To prevent and detect fraud against either yourself or ourselves. | Processing is necessary for the purposes of Talis Solutions’ Ltd interests. |

**Financial Data**

|  |  |  |
| --- | --- | --- |
| Fraud prevention and detection | To prevent and detect fraud against either yourself or ourselves | Processing is necessary for the purposes of Talis Solutions Ltd interests. |
| Retrieval of owed funds | To lawfully fulfil the contract between both parties | Necessary for our legitimate interests |

**Your contact history with us**

| **How we use your name and contact details** | **Why** | **Lawful Basis for Processing** |
| --- | --- | --- |
| Provide customer service and any tech support | To ensure you as the customer receive appropriate support in relation to any enquiries or currently held ‘systems’ ( alarm/cctv/door entry/fire alarm) | Processing is necessary for the performance and fulfilment of a contract |
| Staff training  | To ensure we provide you with the best possible service during any written or verbal engagement with us  | Processing is necessary for the purposes of Talis Solutions Ltd’s interests |
| Asking you to leave a review  | To understand how and why customers select and use our products. | Necessary for Talis Solutions Ltd’s legitimate interests |

**Usage Data**

| **How we use your name and contact details** | **Why** | **Lawful Basis for Processing** |
| --- | --- | --- |
| Improvement of our website | Enabling the best possible user experience | Processing is necessary for the purposes of Talis Solutions Ltd’s legitimate interests |

**Technical Data**

| **How we use your name and contact details** | **Why** | **Lawful Basis for Processing** |
| --- | --- | --- |
| To use data analytics to improve our website, products/services, marketing, customer relationships and experiences | To define specific types of customers for our tech products and services, to keep our website up to date and relevant. To develop our business and to back brief our marketing strategy | Processing is necessary for the purposes of Talis Solutions Ltd’s legitimate interests |
| To admin and protect our business and the Talis Solutions website (troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data – all undertaken by our IT provider) | For running our business, administration IT support services, cyber security and to prevent fraud | Processing is necessary for the purposes of Talis Solutions Ltd’s legitimate interests |

**Cookies**

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly.

(see separate cookie policy)

**Sharing of your information**

We do not, and will not, sell any of your personal data to any third party – including your name, address, email address or phone number.

We want to earn and then continue to maintain your trust. We believe this is essential in order do that.

*However, we share your data with the following categories of companies as an essential part of being able to provide our services to you, as set out in this statement:*

* Professional service providers, such as digital marketing agencies and website hosts, who help us run our website.
* Jersey Customs and Immigration service, States of Jersey Police, regulators and other lawful authorities based in the Bailiwick of Jersey and potentially the United Kingdom who require reporting of processing activities in certain circumstances.

If you wanted to receive our products (for example a CCTV system or door entry kit to a remote site to reduce courier costs) we would have to send your address details on to our UK supplier.

***We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.***

**Internet Protocol**

An IP (internet protocol) address is a list of numbers which identifies a specific computer or internet enabled device when it connects to a network such as the internet, enabling devices to communicate.

**How we use IP addresses**

* We record the IP address of visitors to our website and we collect related information such as the products viewed or searched for, the length of visits to certain pages and page interaction.
* We use an independent company to collate the information described above. This company then provides us with data relating to website visitors that have accessed our website from businesses.
* We may then use this information to provide potential business customers with details of services that we offer.

**Data Security**

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. We limit access to your personal data to those employees, suppliers, contractors and other third parties who have a business need to know. **They will only process your personal data on our instruction and they are subject to a duty of confidentiality – our staff are by NDA.**

We will notify you and the Jersey Office of the Information Commissioner, of a breach where we are legally required to do so.

**Data Retention**

We will only retain your personal data for as long as necessary to fulfil the purpose it was collected for. This includes for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount of data we hold, what the data is and the sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, as well as the applicable legal requirements.

**By law we have to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for 10 years after they cease being customers for tax purposes (this is to satisfy ALL of the applicable relevant local laws)**

**Keeping your information**

We’ll hold on to your information for as long as you have your account, or as long as is needed to be able to provide the services to you, e.g. maintenance contract / warranty.

*If reasonably necessary or required to meet legal or regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce our terms and conditions, we may also keep hold of some of your information as required, even after you have closed your account or it is no longer needed to provide the services to you.*

**Your Rights**

You have a lot of rights relating to your personal information. You have the right to:

* **Request Access** - The right to access the personal information we hold about you. This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
* **Request Correction** - The right to request the correction of inaccurate personal information we hold about you.
* **Request Deletion** - The right to request that we delete your data, or stop processing it or collecting it, in some circumstances where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. ***This may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request***.
* **Request Transfer** - The right to request that we transfer or port elements of your data either to you or another service provider. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. ***This right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.***
* **Object to processing** where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which overrides your rights and freedoms.
* **Request restriction of processing** - This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data’s accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.
* **Withdraw consent at any time** where we are relying on consent to process your personal data. This will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, excessive and repetitive.

***We may refuse to comply with your request in these circumstances.***

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights).

This is a ‘security feature’ to ensure that personal data is not disclosed to any person who has no right to receive it. We may also speak to or email you, to ask you for further information in relation to your request to speed up our response.

**Time Limit to Respond**

We try to respond to all legitimate requests within **2 weeks**. Occasionally it may take us longer than 2 weeks if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

If you would like to make a request **in line with the above rights**, please click on the following:

Please email:

hr@talissolutions.com

Commercial house

Commercial street

St Helier

Jersey

JE23RU