

DATA PRIVACY NOTICE

Introduction

TTP Financial Compensation ("We") are committed to protecting and respecting your privacy. This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. The rules on processing of personal data are set out in the General Data Protection Regulation (the "GDPR").

1. Definitions

Data controller – A controller determines the purposes and means of processing personal data.

Data subject – Natural person

Personal data – The GDPR applies to 'personal data' meaning any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier (as explained in Article 6 of GDPR). For example name, passport number, home address or private email address. Online identifiers include IP addresses and cookies.

Processing – means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

Third party – means a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorised to process personal data.

2. Who are we? Harjit Jhooti t/a TTP Financial Compensation is the data controller. This means he decides how your personal data is processed and for what purposes. For all data matters contact Harjit Jhooti on 0203 2951 150 or harj.jhooti@ttp-financial.co.uk

3. The purpose(s) of processing your personal data: We use your personal data in order to process your complaint.

4. The categories of personal data concerned: The personal data you give us may include your name, address, date of birth, email address, phone number, financial and credit card information, passport details and driving licence details.

5. What is our legal basis for processing your personal data (article 6 of GDPR)?: The processing is necessary for the performance of a contract with you or to take steps at your request prior to entering into a contract.

6. Sharing your personal data: Your personal data will be treated as strictly confidential, and will be shared only with third parties relevant to your claim.

7. How long do we keep your personal data? Unless we explain otherwise to you, we will hold your personal information based on the following criteria:

- For as long as we have reasonable business needs, such as managing our relationship with you and managing our operations;
- For as long as we provide services to you and then for as long as someone could bring a claim against us; and/or
- Retention periods in line with legal and regulatory requirements or guidance.

8. Providing us with your personal data: You are under no statutory or contractual requirement or obligation to provide us with your personal data but failure to do so will mean that it may not be possible to pursue a claim on your behalf.

9. Your rights and your personal data: Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

- The right to request a copy of the personal data which we hold about you;
- The right to request that we correct any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary to retain such data;
- The right to request that we provide you with your personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), (where applicable i.e. where the processing is based on consent or is necessary for the performance of a contract with the data subject and where the data controller processes the data by automated means);
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction on further processing;
- The right to object to the processing of personal data, (where applicable i.e. where processing is based on legitimate interests (or the performance of a task in the public interest/exercise of official authority); direct marketing and processing for the purposes of scientific/historical research and statistics).

10. Further processing: If we wish to use your personal data for a new purpose, not covered by this Data Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions.

11. Changes to our privacy policy: Any changes we may make to our privacy policy in the future will be notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

12. How to make a complaint: To exercise all relevant rights, queries or complaints please in the first instance contact our Data Protection Officer on 0203 2951 150 or via email at harj.jhooti@ttp-financial.co.uk. If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the Information Commissioners Office on 03031231113 or via [E-mail](mailto:ica@ico.org.uk) or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England.