

# TradeWeb Derby Limited

## Privacy notice

Revised 23<sup>rd</sup> May 2018

TradeWeb Derby Limited takes your privacy seriously. We will only use your personal information only to deliver the services you have requested, for marketing purposes only where you consent, and to meet our contractual and legal obligations. We will not sell or rent your information to third parties.

### How do we collect information from you?

We obtain information about you when you contact us to inquire about our and services, place an order, request technical support or raise an accounts query, or when you visit our website. Information may be collected through meetings, telephone calls, written correspondence, email or use of website applications.

We also collect information about you when you use our services, including our email hosting and filtering services, and our website hosting service.

### What type of information do we collect from you?

The personal information we collect from you will vary depending on which services you engage us to deliver, but may include your name, the company you work for and your position at the company, your contact details including your postal address, telephone number and email address, your payment details including your bank account details, and technical information such as your IP address and the type of electronic devices you use, and how you interact with our website and other on-line systems, including which pages you visit and when you accessed them.

When you use our email hosting or filtering services we may collect information about your email correspondence, including the email addresses which which you exchanged messages, the dates and times those messages were sent or received, and the size of those messages.

When you use our website hosting service we may collect information about how you use your website or other application, including when you logged in, which pages you visited and when, and the actions you perform using the application.

### How is your information used?

Our legal basis for processing your information, in general terms, is contractual.

Depending on which services you engage us to deliver, we may use your information to:

- Contact you by post, email, or telephone
- Contact you with information that directly relates to our agreed services

- Undertake the work you've asked us to, including correspondence relating to the development of websites, applications and and hosting services
- For accounting purposes
- For the provision of technical support
- To verify your identity, for security purposes
- To understand how you use the services we provide
- To maintain records for the purposes of security audit
- To maintain records in accordance with our legal obligations
- With your consent, we may use your personal data to contact you with newsletters and services that may be of interest to you.

If the law requires us to, we may need to collect and process your data. For example, we may be ordered by a court to provide information about website usage or email message exchange to law enforcement agencies.

We are required by legislation, other regulatory requirements, and our insurers to retain your data where we have ceased to act for you. The period of retention varies with the applicable legislation, but is typically six years plus the current year.

## Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

Any staff with access to your information have a duty of confidentiality under the firms policies and procedures.

We will share your information with government and law enforcement agencies if required to do so by law, or instructed to do so by a court.

Our IT and software support providers may access information, with our permission, to assist with technical issues relating to your services.

## Third Party Service Providers working on our behalf

We may pass your information to our third-party suppliers, service providers, agents, subcontractors, and other associated organisations for the purposes of completing tasks and providing services to you on our behalf, for example to develop websites or other applications, or provide hosting services.

When we use third party service providers, we disclose only the personal information that is necessary to deliver the service, and only when we have confirmed that they will keep your information secure, and use it only for the purposes for which it was provided.

## How you can access and update your information

You have the right to ask for a copy of the information TradeWeb Derby Limited holds about you, and you can notify us of changes to your information by contacting us as described in the section headed "Contact Information".

## Security precautions in place to protect the loss, misuse, or alteration of your information

Whilst we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk.

Once we receive your information, we make our best effort to ensure its security on our systems.

Where we have given, or where you have chosen a password, which enables you to access information, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Where your information can be accessed through an electronic device or system which you control, for example your computer, laptop or phone, you are responsible for keeping this device secure. We ask you to take appropriate precautions to control access, and protect against viruses and other such threats.

Your data will usually be processed in our offices in the UK. However, to provide some services we sometimes need to store information in servers located outside the UK, but within the European Economic Area (EEA). We take the security of your data seriously and so all our systems have appropriate security in place that complies with all applicable legislative and regulatory requirements.

## Your choices

We may occasionally contact you by post, email or telephone with details of any changes affecting your services, or other developments that we think may be of interest to you. If you do not wish to receive such information from us, please let us know by contacting us as indicated under 'Contact information' below.

## Your rights

**Access to your information:** You have the right to request a copy of the personal information about you that we hold.

**Correcting your information:** You have the right to ask us to correct any personal information about you that you believe is not accurate, complete or up to date.

**Deletion of your information:** You have the right to ask us to delete personal information about you where:

- You consider that we no longer require the information for the purposes for which it was obtained
- You have validly objected to our use of your personal information (see 'Objecting to how we may use your information' below)

- Our use of your personal information is contrary to law or our other legal obligations

Restricting how we may use your information: In some cases you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information about you that we hold or assessing the validity of any objection you have made to our use of your information. The right might also apply where there is no longer a basis for using your personal information, but you do not want us to delete the data. Where this right is validly exercised, we may only use the relevant personal information with your consent, for legal claims or where there are public interest grounds to do so.

Objecting to how we may use your information: Where we use your personal information to perform tasks carried out in the public interest then, if you ask us to, we will stop using that personal information unless there are overriding legitimate grounds to continue. You have the right at any time to require us to stop using your personal information for direct marketing purposes.

Withdrawing consent to use your information: Where we use your personal information with your consent you may withdraw that consent at any time and we will stop using your personal information for the purpose(s) for which consent was given.

Please contact us in any of the ways set out in 'Contact information' below if you wish to exercise any of these rights.

## Changes to our privacy notice

We keep this privacy notice under review and will place any updates on our website. Paper copies of the privacy notice may also be obtained by contacting us.

## Contact information

TradeWeb Derby Limited  
81 Burton Road  
Derby  
Derbyshire  
DE1 1TJ

[support@tradeweb.co.uk](mailto:support@tradeweb.co.uk)

01332 340 035

## Complaints

We seek to resolve directly all complaints about how we handle your personal information, but you also have the right to lodge a complaint with the Information Commissioner's Office at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow

Cheshire  
SK9 5AF

Telephone - 0303 123 1113 or 01625 545 745

Website: <https://ico.org.uk/concerns>