

TES commitment to privacy protection

At TES, we are committed to maintaining the trust and confidence of the our customers and the visitors to our websites. In this Privacy Policy, we've provided clear information on when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.

How we collect your personal data

TES will not collect any personal data about you (e.g. your name, address, telephone number or e-mail address), unless you voluntarily choose to provide us with it (e.g. registering by an enquiry via the contacts page), respectively, provide your consent, or unless otherwise permitted by applicable laws and regulations for the protection of your personal data.

How we use your personal data

When you do provide us with personal data, we will only use it to respond to your enquiry as part of our sales order process or for customer service or support purposes.

We may also occasionally use it to contact you to help us to improve our own performance by inviting you to participate in customer surveys, or simply to advise you of any changes to our product or services.

We may also contact you directly with details of marketing events relating to TES products and services. If you choose not to have your personal data used to improve our customer relationship (especially customer surveys or direct marketing), we will respect your choice, and in any event, we will never sell or otherwise market your personal data to third parties.

Use of Non-Personal Data

When you access the TES web sites, we may automatically collect non-personal data (e.g. IP address, area of the website accessed, document downloads, date and time of visit etc.) We may aggregate this data and use it internally for statistical purposes (e.g. number of visits to a specific page on the website) we may also use it for website security purposes.

Information about website cookies

Cookies are small text files that are placed on your computer by the Web sites that you visit. They are widely utilised by website designers in order to make websites work better, as well as to provide valuable feedback on how visitors use the Web site. Visit ww.aboutcookies.org if you would like more details.

Google Analytics

When someone visits www.tesltd.co.uk or www.tes.ltd we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed

in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

If you do not wish us to do this, you can either remove the cookies, or opt out of the Google Analytics service by installing an add-on for your browser. This tool can be found at <https://tools.google.com/dlpage/gaoptout>.

Links to other Third-party web sites

Where the TES web site contains links to other third-party web sites, please be aware that TES is not responsible for the privacy policy or the content of other third-party web sites.

Sharing information

We may store and process personal data and share internally with colleagues to better understand the needs of our customers in order to improve our products and services, and for the purpose of audit and compliance monitoring.

TES will collect, use or disclose personal data supplied by you only for the purposes disclosed to you, unless the disclosure is so that personal data can be shared internally within TES for any additional purpose that is directly related to the original purpose for which the personal data was collected, (e.g. a sales enquiry that leads to a sale and the preparation of sales related documentation such as a quote or contract).

Third Parties

We will only ever disclose your information with third parties with your express consent; with the exception of the following third parties: -

- Law or government enforcement agencies and / or to satisfy any regulatory request;
- Fraud prevention agencies, or to comply with any legal or regulatory issues and disclosures;
- For system security reasons such as to take preventative or defensive action against deliberate cyber-attacks on TES IT systems.

Anonymised Parking Occupancy Data

- Anonymised parking occupancy data processed by the CDM system may be shared with selected partners for use in mobility research projects related to improving parking utilisation, efficiency, and compliance; understanding traffic patterns, congestion, and environmental impact.

Storage and transfer of your data outside of the EEA

We do not currently store or transfer your data outside of the EEA. Customer data is only stored on our own servers in the UK or cloud-based servers within the European Union.

How long do we keep this information about you?

Information is only retained for as long as is necessary to meet the needs of our customer base, so that we can process orders, manage service requests, training and support activities. In order to do this the information is used in our Sales Order Processing Systems, Customer Relationship Management system and our Service Control System. In all cases our need to use your personal information will be reassessed on a regular basis and information that is no longer required will be disposed of.

Data subject rights

Subject access requests

The GDPR (General Data Protection Regulation) grants you the data subject, the right to access particular personal data that we hold about you. This is referred to (under the regulation) as a **subject access request**. Upon receiving a request, we will respond in a timely manner, and certainly within one calendar month from the point at which we receive your request and all the necessary supporting information from you. Our response will include the details of the personal details we hold about you including: -

- The data sources of the information.
- The purpose for processing the information.
- Any persons or entities we are sharing the data with.

Right to rectification

You, the data subject, have the right to obtain from us the rectification of inaccurate personal data we hold about you, you also have the right to have incomplete personal data completed without undue delay.

Right to erasure

You, the data subject, have the right to ask us to erase the personal data we hold about you, GDPR calls this “the right to be forgotten” without undue delay.

Right to restriction of processing

You, the data subject, subject to exemptions, shall have the right to ask us for a restriction of processing in the following circumstances: -

- I. When you the data subject, contests the accuracy of your personal data, processing will be restricted to storage only until the accuracy is verified.
- II. When the data processing is unlawful, and you the data subject, object to the erasure of the personal data and instead request a restriction of use.
- III. When we no longer require the personal data for processing purposes, but it is required by you the data subject, in order to establish, exercise or defend a legal claim.
- IV. When you the data subject, objects to the processing of personal data, whilst we verify that there are legitimate grounds for us to override these objections.

Right to data portability

You, the data subject, shall have the right to receive your personal data which you have provided to us in a structured commonly used machine-readable format (e.g. a csv file). Which can be transferred to another data controller without any hinderance from us.

Right to object

You, the data subject, have the right to object, on the grounds of your own particular situation at any time to the processing of personal data concerning you (including personal profiling) unless it relates to processing that is required for a task carried out in the public interest. We will stop processing the personal data unless we can demonstrate compelling grounds to override the interests, rights and freedoms of you the data subject, of the establishment, exercise or defence of legal claims.

Changes to this Privacy Policy

This Privacy Policy may change from time to time and when it does so, a revised version will be made available on our websites.

Further Information

The data controller is Traffic Environment Systems Limited:

Please write to TES LTD, 9 Doolittle Mill, Froghall Lane, Ampthill, MK45 2ND

TES is registered with the ICO number ZB118966.