



Support  
to Win

# Privacy policy

At Support to Win.tv, your data privacy is something we take very seriously and we are committed to protecting.

This privacy notice tells you how we, Support to Win.tv, will collect and use your personal data.

## Who are we?

Support to Win.tv Limited (08645029) is a Telecoms Training and Managed Service Company. Our registered address is Connections House, 11A Kings Road, Fleet, Hants, GU51 3AA. If you have any questions please contact us by email at [info@supporttowin.tv](mailto:info@supporttowin.tv)

## How we use your information & why we need to collect and store personal data?

We may use your information for the following reasons:

- Keeping you up to date with relevant products and services, which you have consented to receive and which we feel is relevant.
- Obtaining feedback on services we have provided
- Cookies
- Profiling
- Complaints
- Processing orders you have placed with us
- Carry out contractual obligations you have entered in to with us
- Keeping you up to date with any regulatory changes and industry news which we feel is important.

In any event, we are committed to ensuring that the information we collect and use is appropriate for this purpose and does not constitute an invasion of your privacy. In terms of being contacted for marketing purposes Support to Win.tv would contact you for additional consent. We review our retention periods for personal information regularly. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as we feel it is relevant to the services we provide or may provide, or for the duration of any contract you hold with us. This Policy was last updated in May 2020.

## What information could we collect?

The personal information we collect might include:

- Your name
- Address
- Email address
- IP Address
- Telephone contact numbers
- Pages you accessed and when

## Will Support to Win.tv share my personal data with anyone else?

We may pass your personal data on to third-party service providers contracted to Support to Win.tv in the course of dealing with you. Any third parties that we may share your data with are obliged to keep your details securely, and to use them only to provide services we offer. When they no longer need your data to fulfil this service, they will dispose of the details in line with Support to Win.tv's procedures. If we wish to pass your sensitive personal data onto a third party we will only do so once we have obtained your consent, unless we are legally required to do otherwise.

## How will Support to Win.tv use the personal data it collects about me?

Support to Win.tv will process (collect, store and use) the information you provide in a manner compatible with the EU's General Data Protection Regulation (GDPR). We will endeavour to keep your information accurate and up to date, and not keep it for longer than is necessary. Support to Win.tv is required to retain information in accordance with the law, such as information needed for income tax and audit purposes. How long certain kinds of personal data should be kept may also be governed by specific business-sector requirements and agreed practices. Personal data may be held in addition to these periods depending on individual business needs.

## Under what circumstances will Support to Win.tv contact me?

Our aim is not to be intrusive, and we undertake not to ask irrelevant or unnecessary questions. Moreover, the information you provide will be subject to rigorous measures and procedures to minimise the risk of unauthorised access or disclosure.

## How can I find out about the personal data we hold about you?

Support to Win.tv at your request, can confirm what information we hold about you and how it is processed. Each request may invoke a charge of £25. You can contact us at: • [info@traintowin.tv](mailto:info@traintowin.tv) • Connections House, Ground Floor, 11A Kings Road, Fleet, Hants, GU51 3AA • 0333 006 9999

