

TSE Gas Services Privacy Policy

About this Privacy Policy

TSE Gas Services is committed to ensuring that your privacy is protected when personal information is provided to it.

Throughout the remainder of this Privacy Policy references to:-

- “we” or “us” shall mean TSE Gas Services;
- “you” shall mean customers;
- “the services” means the services undertaken for the Customer

Please read this Privacy Policy carefully. It explains:

- the types of personal information which we may hold and process;
- the purposes for which we hold and process personal information;
- how we use the personal information which we hold;
- for how long we hold personal information; and
- the procedures we have in place to protect your privacy.

Unless you object in writing to us at the time the relevant personal information is collected, by accepting this Privacy Policy you consent to your data being used in accordance with the terms of this Privacy Policy.

If we change our privacy policy, we will post out a copy of the new Privacy Policy for your convenience. This Privacy Policy was last updated on 19th July 2017.

What Personal Information Do We Hold and Process?

We hold the following types of personal information:

- Information which you voluntarily provide to us which may include the following types of information (without limitation):-
 - Your name, gender, telephone number(s) and email address(es); and
 - Details of your current address
 - Details about your finances and credit history;
 - your date of birth; and
 - your current occupation, details of your current employer and details of your employment history;
 - whether you have any adverse credit history;
 - whether you have had any CCJ's or similar legal judgements against you;
 - whether you have ever been declared bankrupt;
 - details of any previous addresses
- Information which we obtain from public sources, such as the voters roll.

For What Purposes Do We Hold and Process Personal Information?

We hold and process information which you provide to us:-

- to enable us to provide services;
- for the prevention of fraud and money laundering;
- for debt recovery purposes;
- to make credit decisions about you which may involve credit scoring;

Unless we have your prior consent, we shall not sell, rent, trade or share any personal information which we hold except that:

- we may disclose information which is held by us where required to do so by law or in connection with legal proceedings;
- we may disclose personal information to courier, postal or transport providers, and insurers (names and address only in the latter case);
- we may disclose your personal information to credit reference agencies and fraud prevention agencies;
- we may also disclose your personal information to other agencies who maintain/compile databases of insurance claims and information for the purposes of sharing that information with providers of credit and insurance (“Insurance Reference Agencies”);

We will ensure to take all reasonable steps to keep accurate and up to date any information which we hold about you. If, at any time, you discover that information held about you is incorrect, you should contact us at enquiries@tsegasservices.co.uk to have information corrected.

For How Long Do We Hold Personal Information?

We will not hold on to any personal information for longer than is reasonably necessary for the purposes noted above.

What Procedures Do We Use to Protect Your Privacy?

We undertake to process the personal information which we collect in accordance with the principles of the Data Protection Act 1998 and other applicable laws relating to data protection which may be in force from time to time.

We have strict security procedures covering the storage and disclosure of your information (although we do not warrant that this is the case) in order to prevent unauthorized access. This means that we may ask for proof of identity before disclosing personal information to you.

We hold computerized and electronic personal information on computers and/or CD-ROMs held at the address noted below. We also hold tangible (or “hard copy”) personal information at the address noted below. From time to time, certain CD-ROMs or tangible (or “hard copy”) personal information may be transported by us to or from the address noted below.

Please note that email is not a secure medium. When submitting personal information to us using email, your details may not be secure from access by third parties. The submission of personal information to us using email is therefore made at your own risk.

You are entitled in law to receive a copy of personal information or data about you which is held by us on payment of £10 (or such other sum as may be prescribed by law from time to time).

We will also, on written request from you, amend any personal information which we hold about you. Where we amend the personal information which we hold about you, we will generally retain a copy of the previous version for our records. However, as noted above, we will not hold on to any personal information for any longer than is necessary for the purposes noted above.

Our contact details are as follows:

TSE Gas Services
40 Preston Crescent
Inverkeithing, Fife, KY11 1DS
enquiries@tsegasservices.co.uk

What if you wish to object to the use of your personal data? If you do not consent to us using your personal information as described above you must alert TSE Gas Services immediately.

Important information for Customers

You hereby agree that we may search the database of third party data providers such as credit reference agencies for the purposes described at section 3 above.

We may use your personal information to make credit decisions about you. To make or assist in the making of such decisions, we may use a process called credit scoring and/or other automated decision making process.

As explained above, your personal details may be passed on to credit reference agencies. Such agencies may record the search and such information may be shared with credit grantors, insurers or other persons making a search against you in future and be used for credit decisions and insurance decisions and fraud preventions.

In the event of you defaulting on payments in terms of work undertaken by TSE Gas Services, such information may be supplied to credit reference agencies and insurance reference agencies.

Direct Marketing

We will not send your details to third parties to enable them to send you such information.

Fraud Prevention Agencies

If false, inaccurate or misleading information is provided and fraud is identified, details may be passed to fraud prevention agencies. Law enforcement agencies may access and use this information. We and other organizations may also access and use this information to prevent fraud and money laundering, for example, when:

- checking details on application for credit and credit related or other facilities
- managing credit and credit related accounts or facilities;
- recovering debt;
- checking details on proposals;