



This website is operated by Tribe Time Ltd.

We take your privacy very seriously and we ask that you read this privacy policy carefully as it contains important information on:

- the personal information we collect about you
- what we do with your information, and
- who your information might be shared with.

### **Who we are**

Tribe Time Ltd ('we' or 'us') is a 'data controller' for the purposes of the applicable data protection laws, including the EU General Data Protection Regulation (GDPR), (ie we are responsible for, and control the processing of, your personal information).

### **What information we collect?**

#### Personal information provided by you

We process personal information about you (such as your name, address, email address, phone number) when you purchase services from us. We also collect personal information when you contact us.

#### Monitoring and recording communications

We may monitor and record communications with you (such as telephone conversations and emails) for the purpose of quality assurance, training, fraud protection and compliance.

#### Use of cookies

A cookie is a small text file which is placed onto your computer (or other electronic device) when you use our website. We may use cookies on our website.

For example, we may monitor how many times you visit the website, which pages you go to, traffic data, location data etc. This information helps us to build a profile of our users. Some of this data will be aggregated or statistical, which means that we will not be able to identify you individually.

You can set your browser not to accept cookies and the websites below tell you how to remove cookies from your browser. However, some of our website features may not function as a result.

For further information on cookies generally visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

### **How will we use the information about you?**

We collect information about you so that we can:

- identify you;
- process your order and your payment;
- conduct anonymised research, statistical analysis and behavioural analysis;
- detect and prevent fraud;
- customise our website and its content to your particular preferences;
- notify you of any changes to our website or to our services that may affect you;

- carry out security vetting; and
- improve our services.

### **Who your information might be shared with**

We may disclose your personal data to:

- our agents and service providers (such as our payment processors, accountants, health and safety advisors, or booking appointment systems advisors); and
- law enforcement agencies in connection with any investigation to help prevent unlawful activity.

### **Keeping your data secure**

We will use technical and organisational measures to safeguard your personal data, for example:

- any personal data is stored using password protected systems;
- we store your personal data on secure servers; and
- payment details are encrypted in line with the Appointed security systems which you can read about here:

<https://www.appointedd.com/security>

While we will use all reasonable efforts to safeguard your personal data, you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that are transferred from you or to you via the internet. If you have any particular concerns about your information, please contact us (see 'How can you contact us?' below).

What can I do to keep my information safe?

If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit [www.getsafeonline.org](http://www.getsafeonline.org). Get Safe Online is supported by HM Government and leading businesses.

### **What rights do you have?**

Right to request a copy of your information

You can request a copy of your information which we hold (this is known as a subject access request). If you would like a copy of some or all of it, please:

- email, call or write to us (see 'How can you contact us?' below)
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- let us know the information you want a copy of.

Right to correct any mistakes in your information

You can require us to correct any mistakes in your information which we hold free of charge. If you would like to do this, please:

- email, call or write to us (see 'How can you contact us?' below)
- let us have enough information to identify you, and
- let us know the information that is incorrect and what it should be replaced with

**How to contact us**

Please contact us at [hello@tribetime.co.uk](mailto:hello@tribetime.co.uk) if you have any questions about this privacy policy or the information we hold about you.

**Changes to the privacy policy**

We may change this privacy policy from time to time. You should check this policy occasionally to ensure you are aware of the most recent version that will apply each time you access this website.

**Do you need extra help?**

If you would like this policy in another format (for example: audio, large print, braille) please contact us.