

## T Global Technology Limited Website Privacy Notice

### Who we are:

T Global Technology Limited (we and / or us) is manufacturer and supplier of thermal interface materials. We are a company registered in England and Wales. Our company registration number is: 7650542 and our registered address is 40 Centenary Business Centre, Hammond Close, Nuneaton, Warwickshire, England, CV11 6RY.

Our office of business is located at Units 1-2 Cosford Business Park, Central Park, Lutterworth, Leicestershire, LE17 4QU. In this privacy notice we will refer to ourselves as 'we', 'us' or 'our'.

You can contact us in any of the following ways:

- (a) by phoning us on +44 (0)1455 553 510
- (b) by e-mailing us at [jsharp@tglobaltechnology.com](mailto:jsharp@tglobaltechnology.com)
- (c) by submitting a contact form through our website or
- (d) by writing to us at our office in Lutterworth.

We take the privacy, including the security, of personal information we hold about you seriously. This website privacy notice is designed to inform you about how we collect personal data through our website ([www.tglobaltechnology.com](http://www.tglobaltechnology.com)) and how we use and process that data. You should read this notice carefully so that you understand how we collect, use and store your data submitted to us through our website.

We do not have an appointed Data Protection Officer as per the [guidance set out by the ICO](#). If you have any questions about this website privacy notice or any issues arising from it then you should contact Jo Sharp who is responsible for matters relating to data protection at our organisation, including any matters in this privacy notice. You can contact them using the details set out above.

We may update this privacy notice from time to time. This version was updated in September 2023.

### Our promise:

We promise to respect the confidentiality of any personal data you share with us through our website, to keep it safe and to always make every effort to protect your privacy.

We will always be clear how, when and why we collect and process your data and promise we will never do anything with your details that you wouldn't reasonably expect.

### What information do we collect?

We will only ever capture the minimum amount of information that we need to, and we promise to keep your information secure and only share with parties who need to know.

Personal information we may collect from you includes:

- Your name
- Your contact details
- Details of the enquiry, service or product
- Your marketing preferences
- Records of your correspondence and engagement with us

Information may be collected via:

Any contact forms you complete, this includes general enquiry forms, sample requests and event specific sign-up forms as well communications through our social media channels.

If you visit our website, we may automatically collect the following information:

- Which pages you visit
- The amount of time you spend on our website
- Whether you are a new or returning visitor
- How you came to our website
- The type of device and browser you use
- Which country you are visiting our site from

Our website has external links to websites we do not operate, this includes our distributor Digikey and our social media channels. You should read the privacy notices on those websites before you submit your personal information to them.

We may also collect information by using cookies. We will ask you to give your consent to the use of cookies when you visit our website. We store information from cookies anonymously to assist us in the running of our website, and for monitoring the activity and traffic both to and through our website using Google Analytics. You can opt out and find out more about Google Analytics by visiting <http://tools.google.com/dlpage/gaoptout>.

You can restrict or block certain cookies through your browser settings. In your browser (for example, Google Chrome or Internet Explorer), click on the 'help' option to find out how to change your cookie settings.

You can also visit [www.aboutcookies.org.uk/managing-cookies](http://www.aboutcookies.org.uk/managing-cookies) which shows you how to do this on different browsers. You will also find details on how to delete cookies from your computer as well as more general information about cookies.

**How do we process your information?**

We believe that the individuals whose information we process are fully aware of the nature of their relationship with us and the mutually beneficial reasons for remaining in contact.

The individuals whose details we process through our website fall into the following primary category:

New Customers

There may also be potential, current or past:

Customers

Employees

Suppliers/contractors

Depending on the specific purpose, we may process your information on the following legal bases:

With your consent

To enter into or to perform a contract with you

To protect your vital interests

For our legitimate business interests or activities

We may use your personal information submitted through our website for the following purposes:

To respond to enquiries

To update you about your order

To respond to complaints

### **Social Media and Digital Advertising**

For marketing communications to our existing customers, we will use legitimate interest as the legal basis for activity and individuals have the right to opt out of these communications.

We follow an opt-in consent approach for new business enquiries for digital marketing communications activity. If you opt out of marketing communications, please note we may still contact you with non-marketing based communications such as order updates.

Here are details on what information we collect on and share with social media and other listed digital advertising channels and why:

We use Facebook, Twitter, Linked In and Youtube as our social media platforms to communicate with our followers. We may use both paid advertising and unpaid organic posts on these platforms. For any paid advertising we may use cookies to measure the success and effectiveness of our campaigns by ensuring that our adverts or sponsored content is served to the relevant people.

We may also use your email address and name details to identify new audiences on digital advertising channels. This helps us to more effectively serve search or display ads to relevant audiences. This involves uploading your details to third party media organisations, including Facebook, Instagram,

LinkedIn, YouTube, Google, Microsoft (formerly Bing) and Twitter, from which they identify “lookalike” cohorts. This upload is governed by terms and conditions restricting the processing and use of the data, which can be viewed on the respective media organisations’ website.

### **How do we share your information?**

We may share your information submitted through the website with our Headquarters in Taiwan and/or our distributor DigiKey to fulfil orders.

We may allow our suppliers to access and use your personal data to allow them to perform services on our behalf, such as maintenance and support of our IT or CRM systems. In these circumstances we will not give these organisations any rights to use your personal information except to provide services to us and in accordance with our instructions.

Police, government departments, local authorities etc: we will share personal data where there is a legal obligation to do so. In other circumstances, we may share it for the prevention and detection of crime.

### **We will never sell your personal data to a third party.**

### **How do we keep your information up to date?**

We are committed to ensuring that we keep your information accurate, and up-to-date. We would appreciate it if you would let us know if your contact details change.

We do this so we can continue to contact you appropriately. This activity also prevents us from having duplicate records or out of date preferences, so that we don’t contact you when you’ve asked us not to.

We’re committed to putting you in control of your data and you’re free at any time to update your contact details or preferences – contact +44(0)1455 553510 or email [jsharp@tglobaltechnology.com](mailto:jsharp@tglobaltechnology.com).

### **How do we protect your information?**

We ensure that there are appropriate physical, technical and organisational controls in place to protect your personal details. For example, online forms are encrypted and not stored on our website and our network is protected and routinely monitored.

Your personal information will be hosted securely within the UK or the EU and will always be protected under the General Data Protection Regulation (GDPR).

### **How long do we hold your information?**

We will retain your personal information for the period necessary to fulfil the purpose for which we collected it.

We will only keep your information for as long as we need it to assist you with your enquiry or process your order.

### **What are your personal information rights?**

Under data protection law, you have rights we need to make you aware of. The rights available to you depend on our reason for processing your information.

**Your right of access:** You have the right to ask us for copies of your personal information. This right always applies. There are some exemptions, which means you may not always receive all the information we process.

**Your right to rectification:** You have the right to ask us to correct information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete. This right always applies.

**Your right to erasure:** You have the right to ask us to delete your personal information in certain circumstances.

**Your right to restrict processing:** You have the right to ask us to restrict the processing of your information in certain circumstances.

**Your right to object to processing:** You have the right to object to processing in some circumstances and this includes the right to object to us sending you direct marketing. If you no longer wish to receive marketing communications from T Global Technology Limited, you can use these methods to let us know:

Use the unsubscribe link at the bottom of our marketing emails

By calling us on +44(0)1455 553510

By emailing Jo Sharp on [jsharp@tglobaltechnology.com](mailto:jsharp@tglobaltechnology.com)

In writing to T Global Technology, Units 1-2 Cosford Business Park, Central Park, Lutterworth, Leicestershire, LE17 4QU.

You are not required to pay any charge for exercising your rights. We have one month to respond to you.

More information on any of these rights is available on the [Information Commissioners Office website](#).

### **Complaints**

If you are unhappy with how we have processed your personal information through our website, analytics or social media channels please contact Jo Sharp who will try to resolve your issue in the first instance. You can contact her via [jsharp@tglobaltechnology.com](mailto:jsharp@tglobaltechnology.com) or by using our postal address.

If you are still unhappy with how we have processed your data through our website, analytics or social media channels you may contact the Information Commissioners Office.