



Privacy Notice – Online Purchase

This privacy notice tells you about the information we collect from you when you purchase one or more of our products via our website. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

Who are we?

We are TBS internet Limited. Our address is Britannia House, 3rd Floor, Athol Street, DOUGLAS, IM1 1JD, GB. You can contact us by post at the above address, by email at privacy@tbs-internet.co.uk or by telephone on +44 (0)330 684 0000.

We are not required to have a data protection officer, so any enquiries about our use of your personal data should be addressed to the contact details above.

What personal data do we collect?

When you purchase products from us online, we ask you for your name, job title, contact telephone number, email address. You may also provide us credit card information for payment.

Why do we collect this information?

We will use your information to verify your credit card details for your purchase, process your order and to send you your product or services. We will also send you a receipt via email.

If you have requested a digital certificate, we will pass your information to the certification authority. They will carry out the vetting which may include telephoning you or emailing you.

In summary we require this information in order to fulfil our contract with you.

What do we do with your information?

Your information is stored in our order processing system which is based with the European Union or a country recognised to provide adequate safeguards.

Your credit card details are passed to a third-party payment processor which is based in the European Union. We do not retain your credit card information.

We work with a number of Certification Authorities. Our order form describes the export necessary to procure the digital certificate.

We do not use the information you provide to make any automated decisions that might affect you.

Your information will be used for the purposes listed below:

- **Validate your requests**
To validate your certificate, fulfill the contract or answer your queries.
- **Technical Support**
To assist and guide you.
- **Product Life**
To manage the product throughout its lifetime, its reissuance and renewal in particular.
- **Legal requirements**
To comply with the legal and regulatory requirements.
- **Statistics**
To carry out processes for statistical, research and development purposes.
- **System Security**
This purpose is essential to the security of our systems.
- **Marketing**
For communication and marketing purposes such as receiving our newsletter.

You can review where your information has been exported and restrict processing at <https://www.tbs-certificates.co.uk/GDPR>

How long do we keep your information for?

Unless you create an account with us, we keep your order information for one year after purchase. Within an account, your information is kept one year after you close it.

For personal data associated with a certificate vetting, your data is retained during 7 years after the certificate expires to respect the CAB forum regulations.

When data is discarded it can either be anonymised or deleted where possible.

Your rights over your information

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate.

You can also ask us to give you a copy of the information and to stop using your information for a period of time if you believe we are not doing so lawfully.

To submit a request by email, post or telephone, please use the contact information provided above.

The easiest way to use your rights is to log into our interface at <https://www.tbs-certificates.co.uk/GDPR>

Your right to complain

If you have a complaint about our use of your information, you can contact the Information Commissioner's Office via their website at <https://www.inforights.im/> or write to them at:

IOM Information Commissioner
P.O. Box 69
Douglas
IM99 1EQ
GB

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