

GDPR PRIVACY NOTICE



Who We Are

TN4 Solutions offers is a premier Sage consultant company. We have been providing accounting and business software solutions centered around Sage in London, the South East and the Channel Islands for in excess of twenty years.

Purpose of this Notice

At TN4 Solutions, the relationships we have with our clients are at the heart of everything we do, and that means we value your trust. With the advent of new data protection regulation, we welcome the opportunity to tell you how we ensure the safety and security of your information.

This privacy notice is written with reference to the *Data Protection Act (DPA) 1998* and the *General Data Protection Regulation (GDPR) May 2018*

Definition of ‘Personal Information’

When we refer to personal information, we are referring to any information, which identifies you as an individual. We may only hold and use personal data in your capacity as a consumer, a business customer, or when you visit our website.

What Personal Information do we Collect?

In order to provide Sage services to you, we do process some data—such as your name and business contact details—known as personally identifiable information (PII). We treat this responsibility seriously and therefore take several steps to make sure your data is kept confidential, that its integrity is maintained, and that it is available to us to continue providing you with a first-class service.

Customer Data

We will not use, disclose, review or share any customer data unless required to do so by law.

Do We Share Information?

We do not sell or rent any information collected. We only disclose information to comply with any court order or any other legal obligation.

Protecting your Personal Information

TN4 have undertaken a systems review and are in the process of implementing procedures which ensure that personal data is only stored where permission has been granted and directly relates to the nature of the business we have with our customers.

We do and will:

- Use your data to contact you with regards to support call requests logged through our service desk
- Use your data to provide account status updates
- Use your data to provide information regarding software updates and promotional / training opportunities
- Utilize robust and secure data processing procedures to protect your privacy

- We only use recognised, industry-leading hosting partners, and market-leading suppliers for services such as email and CRM, and when we use consulting partners, we ensure their contractual commitments include compliance with applicable data laws, and that they maintain the safety and privacy of any client data they may access.
- We do not share your data with anyone other than the suppliers described above. We do not sell your data.

Your Rights

As a data subject you can:

- Access and obtain a copy of your data on request
- Change incorrect or incomplete data
- Request us to delete or stop processing your data

How Long Do We Hold Personal information?

Unless there is a specific legal requirement to keep the information, will retain it for no longer than necessary to complete the purpose of why the data was collected. You may access, correct or delete any personal information you have provided us by contacting us on timh@tn4solutions.co.uk.

Changes to Our Privacy Notice

TN4 Solutions reserves the right to update this privacy notice as appropriate. To discuss any aspects of our data protection policies, please contact us on 001892 578 780 or email us on: timh@tn4solutions.co.uk.

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