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## Toiletry Sales Group and Subsidiaries (TSL)

### Privacy Notice

TSL is a Leading Provider of quality self-care and active living solutions that offers help and support to global organisations who wish to offer their goods to people within the UK, the EU and globally.

When you request our service, we will collect some personal information about you, including; your name, address, contact telephone numbers, your e-mail address. We require this information for a number of different reasons including, communicating with you as we provide our service to you, reporting and other activities.

TSL has created this Privacy Statement under the Data Protection Act 1998 and the General Data Protection Regulations 2018. The statement is for your information and it covers how we collect, use, disclose, transfer and store your personal data.

### 1. Introduction and General Terms

TSL is committed to protecting your personal information when you are using our goods and services. We want our services and products to be safe, transparent and reliable. This Privacy Statement relates to our use of any personal information we collect from you.

It also relates to our use of any personal information you provide to us by phone, SMS, email, in letters and other correspondence and in person.

In order to provide you with the full range of TSL services, we sometimes need to collect information about you.

This Privacy Statement explains the following:

- What personal information we collect about you
- How we use information collected about you
- When we use your details to contact you
- Under which circumstances we may disclose your personal details to any third party
- Your choices around what personal information you provide to us.

TSL is committed to safeguarding your personal information. Whenever you provide such information, we are legally obliged to use your information in line with all applicable laws concerning the protection of personal information, including the Data Protection Act 1998 and the General Data Protection Regulations 2018. No system of data storage can be completely secure; if you have any concerns or complaints that your personal data held by TSL could have been compromised: someone could have discovered your personal details held by us, please contact us immediately. Our contact details are at section 12 of this statement.

### 2. What information will TSL collect about me?

When you get in touch with us either via e-mail, a telephone call or when you visit us at our office we will collect some personal information about you. This can consist of information such as your name, email address, postal address, telephone or mobile number, as well as information collected about the goods or services we provide to you.

### 3. How will TSL use the information it collects about me?

TSL will use your personal information for a number of purposes including the following:

Ensuring that we have accurate information so that we may communicate with you and keep you updated of developments as we provide our service to you.

Ensuring that we have consent and that we hold accurate information so that we may contact you at a future date for the purposes of quality control, surveys or other research purposes and for fund raising and marketing activities.

Ensuring that we have accurate information for internal reporting, for example, reporting to our Directors, or reporting to other interested stakeholders.

#### 4. When will TSL contact me?

TSL may contact you:

- In relation to any communication we receive from you or any other parties involved in the service we provide for you
- In relation to any financial questions or issues
- To invite you to participate in surveys about TSL service
- For reporting, research and marketing purposes

#### 5. Will I be contacted for marketing purposes?

TSL will only send you marketing emails or contact you where you have agreed to this by giving us your consent. From time to time we may also contact you to ask your views about the service TSL has provided to you.

If you want to stop all marketing messages from TSL you can contact us at any time and instruct us to stop. We will, of course, stop.

#### 6. Will TSL share my personal information with anyone else?

We will keep your information within TSL except where disclosure is required or permitted by law (for example to government bodies and law enforcement agencies), where sharing is required to fulfil the contract between us or where you have consented to us sharing your information with other parties involved in the service we provide to you.

Generally, we will use your information within TSL and will only share it outside TSL where you have requested it via a data portability request, or given your consent. TSL requires all third parties to comply strictly with its instructions and TSL requires that they do not use your personal information for their own business purposes and only use your information for reasons associated with the goods or services we provide for you.

#### 7. How long will TSL keep my information?

We will hold your personal information on our systems for as long as is necessary for the purpose of the supply of goods or services and for any legal requirements. It is anticipated that we will hold your personal information for a maximum period of 7 years.

#### 8. Can I delete my data?

You can always ask for your information to be deleted by TSL. However, please bear in mind that we are required to hold some data for a 7 years for legal reasons.

Deleting the data TSL holds about you will erase any personal data we have about you and it will mean any data we hold about how you after your request that we use in future; will be made anonymous.

#### 9. Can I find out what personal information TSL holds about me?

Under the Data Protection Act 1998 and the General Data Protection Regulations 2018 you have the right to request a copy of the personal data TSL holds about you and to have any inaccuracies corrected. (We require you to prove your identity with 2 pieces of approved identification). We have a legal duty to supply, correct or delete personal information about you on our files.



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Please address requests and questions about this or any other question about this Privacy Statement to the Data Protection Officer;

Data Protection Officer,  
TSL,  
Crigglestone Industrial Estate,  
High Street, Crigglestone,  
Wakefield,  
WF4 3HT  
[dpo@tslhealthcare.com](mailto:dpo@tslhealthcare.com)

We will need two copies of forms of identification, which can be:

Passport

Driving licence

Birth certificate

Utility bill (from last 3 months)

Current vehicle registration document

Bank statement (from last 3 months)

## 10. Changes to the TSL Privacy Statement

This Privacy Statement may be updated from time to time so you may wish to check it each time you submit personal data to TSL. If you do not agree to any changes, please contact the TSL DPO to discuss the issue. You can also delete your personal data that TSL holds at any time – (Subject to any legal reasons we may have to keep some of the data we hold about you).

## 11. Sharing of your data with others

As part of the goods or service that we provide it may be necessary to share data we hold about you with third parties, for example, haulage companies delivering to depot.

Before we share any of your personal data we hold about you with any third party we will gain consent off you. If you do not want us to share your personal data with any third party please let us know.

You also have the right to ask us to share your personal data with anyone you wish. To exercise this right to data portability please write to us, giving full details, using the details provided at section 12 of this statement.

## 12. Contacting TSL about this Privacy Statement

If you any questions or comments about TSL Privacy Statement please contact:

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TSL,  
Crigglestone Industrial Estate,  
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