

Supplier privacy notice policy

Tilia Homes is committed to maintaining the privacy of our suppliers. We comply with data protection laws that are applicable in respect of data processing within the UK. Tilia Homes determines the purposes and the manner in which personal data is processed.

This privacy notice sets out how we collect, use and protect your personal information and your rights in relation to your information.

What type of data do we collect?

As part of our on-boarding process it is necessary for us to collect and process personal data about you. Categories of personal data that we collect include:

- personal details (for example, your name)
- your bank details and national insurance number
- your contact details (for example, your address, phone number and e-mail address)

How will we use your data?

Your personal data will be stored, processed and used by us in the following ways:

- To complete and improve the supplier on-boarding process
- To send your data to third parties where appropriate (see details below)
- To administer payment processes
- To administer processes relating to the CIS scheme
- To answer your questions and enquiries
- To communicate with you and provide information about working with Tilia Homes
- To contact your emergency contacts when necessary
- To perform any investigations where required

Do we pass data to third parties?

We (or an agent working on our behalf) may pass your personal data to third parties for the purpose of assisting with your on-boarding and ongoing relationship with us. These third parties may include, where applicable:

- Companies that perform background checks for us
- Insurance brokers, insurance providers, loss adjusters and legal representatives
- Other organisations where we are required by law or where we are contractually required or otherwise obligated to pass your information (such as HMRC or the Health and Safety Executive)

We may pass your personal data to government bodies, regulators, law enforcement agencies, courts/tribunals and insurers where we are required to do so, or to other organisations for the purpose of making an assessment regarding any fraud matters.

How is my data safeguarded?

The security of your data is important to us. Access to the data is only provided to our staff and other third parties who need access for the on-boarding, supplier compliance, management and payment processes.

We have in place appropriate security measures to protect the security of your personal information and keep it confidential. We review these measures regularly to make sure they remain appropriate. We cannot guarantee the security of any third-party application you may use to transmit your data (for example, internet browsers).

We may transfer and process your data outside of the UK. Where your personal information is to be transferred outside the UK we will take reasonable steps to ensure that there are appropriate safeguards to protect your information. We will

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Keep your personal information for at least as long as we have a relationship with you or anyone whose personal information you have provided.

When deciding how long to keep your personal information after our relationship with you has ended, we will keep your information for a period of time taking into account our legal, professional and regulatory obligations as well as any investigations that may arise.

On what grounds will you process my personal data?

We must have a legal reason to process your personal information. The information you provide will be processed:

- to meet our contractual obligations to you (such as paying your salary into your bank account)
- to meet our legal obligations (such as compliance with employment law or health and safety law)
- to meet our legitimate interests to effectively maintain your services to us
- to assess your working capacity and, in some cases, for the provision of health treatment

Your information

You have rights regarding your personal information, including the right to access and correct your information and, in certain limited circumstances, restrict or object to our use of it and to request erasure of your information. We may need extra information from you to deal with any request. If you would like to discuss or exercise these rights, please contact us. We encourage you to let us know of any changes to the information you have provided to us. If you do not want us to process your data, then it may have an impact on our service arrangement and, in some cases, remove your eligibility to work with Tilia Homes.

Should you have cause for complaint, please contact us and we will follow up to resolve this. If you have a data privacy related complaint, you also have the option to direct your complaint to the Information Commissioner’s Office (ICO).

What are ‘cookies’ and why do we use them?

Cookies are ways of saving a small amount of information. They are automatically downloaded to your device when you visit a website. Our site uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them see our Cookie policy.

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