



Why does Transglobal have a Privacy Policy?

We have developed this policy because we want you to feel confident about the privacy and security of your personal information. Transglobal is registered under the data protection laws in the United Kingdom and takes all reasonable care to prevent any unauthorised access to your personal information.

Please read this privacy policy carefully. If you are visiting our website or using any of our services, by continuing to do so, you indicate your agreement to our use of your personal information as set out in this privacy policy.

What does this privacy policy cover?

This privacy policy only applies to how Transglobal deals with your personal information. It does not apply to any other company or to any other companies websites even if you access them through Transglobal. If you disclose your personal information to other companies your information will be dealt with according to their privacy practices.

Personal information collected

We may ask you for information to enable us to provide a service to you and we collect this information by telephone, written correspondence or via our website. We may ask you for information including your name, business address, contact telephone numbers and email address. We may also ask you for other information that relates to the service you are using or ordering. For example, we may need your direct debit or credit card number to charge you for certain services.

Non-Personally Information

Non-personally information may be collected by us in relation to your visit to our website based on your browsing activities. For example, this may include information about the pages you browse and the products and services viewed or ordered. This enables us to better manage and develop our site for your ease of use and to develop and deliver products and services tailored to our customer requirements.

How we use the information you provide

We may use your information for a number of purposes which include:

- processing your orders
- managing your account
- delivering services
- products or information you have requested
- responding to account enquiries or complaints
- verifying your identity (so as to protect your data from unauthorised access)
- debt recovery

We may also carry out market and product analyses based on your use of our services and products, and contact you with information about new developments, products, services or special offers by post, telephone and automated means such as e-mail.

You acknowledge that by providing us with your personal information as outlined above, you consent to the processing of this information in accordance with this Privacy Policy Statement.



Manage email marketing

If you wish to unsubscribe from our email marketing please click the unsubscribe link within the email sent to you.

Sharing your personal information

We sometimes use other companies to provide services to you or to provide services to us. To enable them to do this, we may need to share your personal information with them. When we do so, these companies are required to act in accordance with the instructions we give them and they must meet the requirements of the Data Protection Act to keep the information secure.

We may share your personal information with other parts of Transglobal to enable them to market their products and services to you.

We may provide information, in response to properly made requests, for the purposes of the prevention and detection of crime, and the apprehension or prosecution of offenders.

We may also provide information for the purpose of safeguarding national security. In either case we do so in accordance with the Data Protection Act.

If there is a change (or prospective change) in the ownership of Transglobal or any of its assets, we may disclose personal information to the new (or prospective) owner. If we do so, we will require them to keep it confidential.

How long is your personal information kept?

The time period for which we keep information varies according to what the information is used for. In some cases, there are legal requirements to keep data for a minimum period. Unless there is a specific legal requirement for us to keep the information, we will retain it for no longer than is necessary for the purposes for which the data was collected or for which it is to be further processed.

Access to your information

If you want specific information such as copies of invoices please contact the Customer Service Team.

If you are a Transglobal customer and would like to obtain details of the personal information we hold about you please write to: Customer Services Manager, Transglobal Telecom, Communication Centre, 65 College Road, Maidstone, Kent. ME15 6SX. To cover administrative costs please enclose a cheque for £10 made payable to Transglobal UK Ltd.

You will also need to provide the following information so that we can process your request:

- Account number/s
- Telephone number/s
- Address/s
- Contract signatory

Once we have all the relevant information we will process your request within the 40 day time limit allowed under the terms of The Data Protection Act.



How your personal information is protected

We are serious about guarding the security of your personal information and the details of any transactions made. We use a secure server to store the information you give us when you register or make an order (including your credit card details and your password). Any personal data you send us on-line is securely encrypted.

Please note that your account number is a sensitive piece of information, which can be used with your telephone number or billing address to find out information about your use of Transglobal services. Please be sure to keep this information safe, and do not share it with others. For access to information such as itemised billing, ordering and contractual details, extra proof of identity and authorisation may be needed.

Communications over the Internet, such as emails/webmails, are not secure unless they have been encrypted. Your communications may route through a number of countries before being delivered - this is the nature of the World Wide Web/Internet. Transglobal cannot accept responsibility for any unauthorised access or loss of personal information that is beyond our control.