

# Data Privacy Policy - Team Topologies Ltd

Last updated: 2022-01-28

## Our contact details

Name: Team Topologies Ltd

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Website: [teampologies.com/privacy](https://teampologies.com/privacy)

## The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics including email addresses
- Payment information for orders via our online shop
- IP addresses for orders via our online shop
- Employee data
- Website analytics

## How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To enquire about services or products we provide
- To purchase products or services we provide
- To ask questions or submit suggestions about Team Topologies approaches

We also receive personal information indirectly, from the following sources in the following scenarios:

- From partners providing additional official Team Topologies services (training, workshops, etc.)

We use the information that you have given us in order to

- To provide the services requested by customers or potential customers

- To provide information about the services we provide
- To answer questions and suggestions
- To comply with UK law on employment, tax, and related areas

We may share this information with selected partners and suppliers to enable us to provide the services requested.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting [datacontroller@teampologies.com](mailto:datacontroller@teampologies.com)**

**(b) We have a contractual obligation.**

**(c) We have a legal obligation.**

## **How we store your personal information**

Your information is securely stored in Google Workspace, a fully GDPR-compliant cloud-based storage service.

We keep personal information for five (5) years. We will then dispose of your information by automated detection and audited, secure deletion using Google Workspace tools.

## **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [datacontroller@teampologies.com](mailto:datacontroller@teampologies.com) if you wish to make a request.

## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at [datacontroller@teampologies.com](mailto:datacontroller@teampologies.com)

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>