



## Privacy Policy

Your privacy is important to us and we strive to protect your personal information. This privacy policy outlines how we collect, use, and share your data when you interact with our website or any of our subsidiary organisations.

## Who we are

This website is operated by The Dispute Service Ltd, a company incorporated in England with company number 04851694 and whose registered office is at West Wing, First Floor, The Maylands Building, 200 Maylands Avenue, Hemel Hempstead, HP2 7TG.

We collect, use and are responsible for certain personal information about you. When we do so we are regulated under the Data Protection Act 2018 which applies across the United Kingdom, and we are responsible as 'controller' of that personal information for the purposes of those laws.

## The information we collect

We collect personal information such as your name, email address, and message content through our "contact us" form on the TDS Group website. Additionally, other data collected by our subsidiary organisations is subject to their respective privacy policies.

We may also collect certain information about your device and usage of the site, such as your IP address, browser type, operating system, access times, and pages visited.

TDS Group UK operate the following organisations:

- Tenancy Deposit Scheme England & Wales
- SafeDeposits Scotland
- Tenancy Deposit Scheme Northern Ireland
- The New Homes Ombudsman Service
- TDS Tenancy Redress Service
- TDS Resolution
- SDS Resolution

## How we collect personal information

Personal information is collected through our “contact us” form on the website or by our subsidiary organisations where we act as the Data Controller.

## How we use your personal information

All data is processed in accordance with the privacy policy of each subsidiary organisation. We use personal information to provide products and services to our customers and only for the purpose for which it was collected.

We may use the information we collect about you for various purposes, including to:

- Provide, operate, and maintain the website
- Respond to your queries, questions, or comments
- Communicate with you about products, services, offers, promotions, and events
- Analyse and improve the website and our business operations
- Detect, prevent and address technical issues and security vulnerabilities
- Comply with legal obligations and enforce our policies

## Disclosure of information

The Dispute Service may disclose your information to third parties who provide services on our behalf, or with whom we have contractual agreements such as hosting providers, payment processors, and marketing partners. We may also disclose your information to comply with legal obligations.

We reserve the right to share non-personal information publicly and with our partners for education purposes, and publication of annual reviews and statistical digests.

## Your rights

Under the Data Protection Act 2018, you have a number of rights regarding the data we hold for you. TDS wants to ensure our customers are aware of their rights and how we ensure they are met:

**Right to rectification** – Your right without undue delay to rectification of inaccurate personal data. Our customers are able to update their personal details online under their account or alternatively, can contact TDS for help updating details.

**Right to erasure** – Your right to the deletion of your personal data. TDS will consider a request for data erasure on a case-by-case basis depending on whether TDS must retain the data for legislative purposes.

**Right to restrict data processing** – Your right to obtain from us restriction of data processing. TDS will consider the circumstances that may be relevant around any request. Where processing restrictions are granted, such personal data will only be processed with consent or in relation to legal claims.

Right to data portability – Your right to receive personal data in a structured, commonly used format. You are able to find your personal data under your account. Alternatively, TDS will provide all data held for you in a readable format.

Right to object – Your right to object at any time to processing of personal data. TDS will only proceed with processing if we have compelling legitimate grounds for processing after an objection to processing.

Right to not be subject to automated-decision making – TDS will not subject any individual to automated-decision making.

## **Subject access requests and complaints**

Any Subject Access Requests should be made directly to the organisation providing the services you are using.

## **Retention of information**

All information will be stored securely in line with each subsidiary organisation's own privacy policies.

## **Changes to this privacy policy**

We reserve the right to update or change this Privacy Policy at any time. Any changes will be effective immediately upon posting the revised policy on the site.

## **Contact us**

If you have any questions or concerns about this privacy policy, please contact us at [GDPR@tenancydepositscheme.com](mailto:GDPR@tenancydepositscheme.com), or West Wing, First Floor, The Maylands Building, 200 Maylands Avenue, Hemel Hempstead, HP2 7TG.

This privacy policy was last updated 3 September 2024.