

At Topling Limited we are committed to safeguarding and preserving the privacy of our visitors.

Our Privacy Policy will help you understand what information we collect and process using this Topling website, how we use it, and what choices you have about your personal data.

1. Customer and Citizen Data

You may decide to send us your personal information via this website if you are seeking more information about our services or products. Your decision to disclose your personal data is entirely voluntary, and by doing so, you are providing us with specific consent to use your personal data only for the purposes for which you have disclosed it to us.

Topling may access and use your Customer Data only for the purposes for which you have submitted it to us to (a) provide information to you, (b) make contact with you, (c) provide services to you, or (d) maintain the operations and security of the website and services we provide to you. We will not use your personal information for any other purposes, for example the communication of marketing material, unless we have your specific consent to do so.

We will always handle and store your personal data in accordance with industry best practice aligned to the international standard for information security. This includes the activities and procedures undertaken by our own personnel and authorised third parties, and the technical controls which we have implemented to prevent unauthorised access, compromise or theft of information from our applications, supporting computer systems and premises.

2. Sensitive Personal Data

GDPR specifies a set of personal data categories which are considered to be “sensitive”, and which require special consideration by Data Controllers. This website, and any services available from this website, do not knowingly collect or process any sensitive personal data, and supporting Privacy Impact Assessments (also known as Data Protection Impact Assessments under GDPR) are available upon request from the Topling’s Data Protection Officer (see Section 6).

3. Children’s Personal Data

This website, and any services available from this website, are not directed to children under the age of 13. If you learn that a child under the age of 13 has provided us with their personal information without having parental consent, please contact the Topling Data Protection Officer (see Section 6) immediately so that we can take appropriate action.

4. Customer and Citizen Data Rights

As prescribed within data protection regulations, you have several rights connected to the provision of your personal data to Topling using this website. These include your rights to request that Topling:

- confirms to you what personal data it may hold about you, if any, and for what purposes
- changes the consent which you have provided in relation to your personal data
- corrects any inaccurate or incomplete personal data which may be held about you
- provides you with a complete copy of your personal data for you to move elsewhere
- stops processing your personal data, whilst an objection from you is being resolved
- permanently erases all your personal data promptly, and confirms to you that it has done so (there may be reasons why we may be unable to do this)

To contact Topling, please see Section 6 below.

If Topling does not address your request or fails to provide you with a valid reason why it is unable to do so, you have the right to contact the Information Commissioner's Office to make a complaint. They can be contacted via their website (www.ico.org.) or by telephone 0303 123 1113.

5. Changes to this Privacy Policy

We may change this Topling Privacy Policy from time to time, and if we do we will post any changes on this page. If you continue to access this website or use services available from this website after those changes have come into effect, you will have agreed to the revised policy.

6. Contacting Topling

If you have any questions about this Privacy Policy, would like to exercise any of your statutory rights, or to make a complaint, please write to:

The Data Protection Officer – Topling Limited, Fenton Lodge, 42 Bridgend, Duns, TD11 3EX

email: info@topling.co.uk