



Privacy Policy
TSB Returns Ltd

Introduction to our policy

At ReBOUND, we are committed to protecting the privacy and security of our customers.

We believe you should feel both informed and empowered when it comes to our handling and usage of your information.

This notice therefore explains:

1. What information we collect, why and how we use the information;
2. How we share your information
3. How we store your information
4. Your rights relating to personal information
5. Changes to the way we treat your data.
6. Cookies
7. Protecting your security
8. Contacting us

If you have any queries or questions, please contact us using the details at the end of this document

1.What information do we collect about you and how do we use it?

In order for you to find out more about ReBOUND services, we ask you to contact us giving us your name, email address, telephone number, job title and company name.

Personal Information we collect

Information collected	How we Use the Information	Why?
Name, email address, telephone number	To contact you to provide more information about ReBOUND and how the service could be right for you	Without these details we can't reply!

Information about your laptop and how you use our website

Information collected	How we Use the Information	Why?
IP address, device type and location	Improve our website and set default options for you (such as language and currency)	This will make your user experience better
IP address, device type and location	Prevent detect fraud	Prevent and detect fraud against us or you - essential to us all!

You are under no obligation to provide us with any of your personal information mentioned if you do not wish to, however, it may mean that we are unable to contact you and answer your questions.

2. How do we share information?

We do not sell any of your personal information such as your name, telephone number, or email address. We respect your data and want you to trust us with it.

We do not pass this information on to any third party or organisation not within our group.

4. Your rights relating to your information

The personal data we hold about you is yours, so you have lots of rights relating to it, such as the following:

- ✓ The right to be informed about how we use your data (which is what we are doing in this document)
- ✓ The right to access personal information we hold about you, and the right to request correction or deletion of this data
- ✓ The right to complain to your data protection regulator - The ICO in the UK

If you have any questions, or would like to exercise any of the above rights, please contact us using the contact details shown at the end of this document

5. Changes to the way we treat your information

From time to time we may change this document to reflect any changes to the way we process your data. Our website will always show a current document to ensure you know exactly how your information is being captured, used, shared and stored.

6.Cookies

We only use cookies when you visit our site to track site usage. These cookies allow us to measure and analyse how users navigate the website, to improve both its functionality and your experience. They don't generally identify you as an individual but instead prompt to complete information, as soon as they have gone beyond their useful life they are deleted.

By using our site, you agree to us placing these sorts of cookies on your device and accessing them when you visit the site in the future. If you want to delete any cookies that are already on your computer, the "help" section in your browser should provide instructions on how to locate the file or directory that stores cookies. Further information about cookies can be found at www.aboutcookies.org.

7.Protecting your security

We are always striving to securely protect the data in our care and we aim to operate at least at industry standard. Consequently, your data is held on secure servers on the 'Google' cloud located in the EEA.

8.Contacting us – because we don't mind if you do!

If you have any questions or queries concerning our services or this Privacy Policy, if you wish to exercise your rights as set out above, have any complaints, or just want to tell us how we could do better, we are always keen to hear from our customers. You can contact us using the following email address dataprivacy@reboundreturns.com