

TLF Research is...

GDPR Compliant!



TLF PEOPLE

Have all undergone GDPR training to ensure we're clear on what GDPR means to us, our clients and participants

Have all signed documentation confirming we will comply with GDPR

Have all had specific training in how to handle GDPR enquiries, questions and complaints



THE QUICK OVERVIEW OF PROCESSES

GDPR has been built in to our ISO 27001 processes

All client databases are kept for 12 months unless agreed otherwise in writing
Privacy Policies are in place and available on our website for all to read and also referenced on all questionnaires

All approved suppliers have gone through reviewed due diligence for GDPR
Updated Terms of Business will appear in future proposals



OUR CLIENTS

We have completed data security questionnaires and signed any new data contracts we have received

If one of your customers wishes to exercise their rights under GDPR we have processes in place to identify, retrieve and delete data to help clients meet their obligations

We will inform you of a data breach without undue delay (although we hope we never have to)



MOST IMPORTANTLY

We want to reassure you that we will process your data in line with GDPR and our people are trained to reassure your customers of any questions they may have related to their data

Our interviewing team have adopted the **ART** of Interviewing for GDPR :

- **A**cknowledge a participant's concerns
- **R**eassure participants we're GDPR compliant and take this very seriously
- **T**ell your manager the participant's wishes or concerns