

Trust Governance Professionals Privacy Notice

Trust Governance Professionals (TGP) is committed to protecting and respecting your privacy. This Privacy Notice explains our practices in the collecting, processing and use of your personal data and what we do to keep it secure in the course of providing our community support and/or consultancy services and carrying out marketing activities.

This Privacy Notice may change from time to time and if it does, the up-to-date version will always be available on our website and becomes effective immediately.

Trust Governance Professionals

When we mention 'Trust Governance Professionals', 'TGP', 'we', 'us' or 'our' in this notice, we are referring to the organisation Trust Governance Professionals, responsible for processing your data. TGP is registered in the UK; the registered address is noted below.

Trust Governance Professionals
75 Brookville Road, London, SW6 7BH
E-mail: admin@tgpltd.co.uk
Company Number: 12098934
ICO registration number: ZB286737

If you have any questions or complaints about the way we use your data, please contact us using the details outlined at the end of this document.

Who does this privacy notice apply to?

TGP, as a data controller is responsible for the personal information we collect.

This Notice explains how TGP will collect, store and use any personal data you provide via our website, email or networking with our people and when you otherwise communicate with TGP (including in the course of the services TGP provide or the running of our organisation). This includes individuals in the categories below or who work for any of the following:

- Our participants, which includes schools, trusts, individuals
- People who are involved in contracts or projects that we are working on, such as other businesses or individuals
- Our professional advisers, consultants and partners, and
- People whose details we process in connecting with our marketing activities

Separate notices are available for our recruitment and employment activities.

What personal data do we collect?

In the course of our business, we will need to collect and process various types of personal information for various purposes.



We most commonly collect and process the following kinds of personal data:

- Contact information for individuals (such as full name, job title, organisation, postal address, telephone number and email address)
- Employment information such as occupational history and experience
- Financial information such as bank details, payment information or other financial information as required
- Information about individuals or the organisations involved in a matter on which we are providing support
- Special category personal data may be processed if necessary for the matter we are advising or providing support on, or this is voluntarily shared by a participant in the course of our correspondence with them. This includes information revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, data concerning health or data concerning a natural person's sex life or sexual orientation.

The information is collected directly from our participants and partners or from other public sources (for example organisational websites and published documents) as part of the ongoing delivery of our services.

How do we collect personal data?

We use different methods to collect personal information, for example when you:

- Fill out a form on our website
- When you visit our website (only for statistical purposes and to improve website functionality)
- Enquire about our activities or services
- Ask for advice or support
- Book on to an event or join a programme or community
- Join a TGP programme as a participant
- Post content onto our community portal or social media site (LinkedIn)
- Attend a TGP meeting (either face to face or virtually) with us
- Take part in our face to face or virtual events
- Commission a consultancy service
- Provide consultancy work
- Contact us in any way including online, email, phone, SMS, social media or post

We may collect personal information available publicly from the publicly accessible and online sources such as:

- Online professional social networking services and applications, such as LinkedIn
- Your company's website
- Companies House



How do we use personal data?

Lawful basis

We will only use personal information when the law allows us to do so, i.e., where we have a lawful basis for processing. Most commonly, we will use personal information in the following circumstances:

- Where we need to perform the contract, we are about to enter into or have entered into with you or your organisation, or take any steps you ask us to before entering into a contract with you.
- Where it is necessary to do so in order to comply with any legal obligations we have
- On the basis of consent:
Where we rely on your consent for processing this will be brought to your attention when the information is collected from you.
You have the right to withdraw consent at any time, see the 'your rights' section below for further information about how you may withdraw your consent.
- We do not rely on or require your consent for the majority of our processing.
- Where the processing is necessary for our legitimate interests in:
 - providing our participants and partners with the best service
 - providing advisory and/or consultancy services
 - promoting our services
 - receiving feedback; and
 - improving our services and identifying ways to grow our business.
and/or for the legitimate purposes of our participants or other third parties in receiving those services. We will only rely on this lawful basis where we consider that your interests and fundamental rights do not override such interests.

When processing your personal information, we comply with the provisions of this privacy notice. You can obtain further information about how we assess our legitimate interests against any potential impact on you in respect of specific activities by contacting us using the details provided in this notice.

Special category data

On the limited occasions that we process special category data it is where this has been manifestly made available by a participant to us in the course of correspondence with them, or during a request for our support and guidance.

Purposes for which we use personal data

We may process your information for the following purposes:

- Providing you with the information or services you have asked for
- Providing you with the benefits of membership, sending you communications with your consent that may be of interest including marketing information about our services and activities, events and publications and other situations for which we seek support
- When necessary for carrying out your obligations under any contract between us
- seeking your views on the services or activities we carry out so that we can make improvements
- Maintaining our organisational records
- Analysing the operation of our website and analysing your website behaviour to improve the website and its usefulness
- Delivering outcomes from commissioned work with TGP
- Processing job applications
- Managing our relationship with you (and/ or your school/trust), including by maintaining our database of participants, trusts, enquiries and partners as well as other third parties for administration, accounting and or relationship management purposes

Marketing and other contact

We process personal information in connection with marketing or communications purposes, including so that we can:

- Send you invitations to our online learning tools, webinars or events as and when we think they might interest you
- Register and manage your attendance at one of our webinars or events, including storing and archiving event attendance
- On occasion, organise necessary travel, hotel or catering arrangements for your attendance at an event
- If you are a speaker at one of our events, promote your participation via platforms such as LinkedIn, our website and in our marketing communications (NB: external platforms may continue to store and use your personal information after the event has ended)
- Share with you news and offers about our products and services
- Email you with updates and newsletters relevant to specialisms that you are interested in (e.g. Compliance Briefings)
- Ask you for feedback (for instance, in a survey) about our client or visitor services, and to manage, review and act on the feedback
- Manage any changes to your marketing preferences or comply with any unsubscribe requests; and
- Monitor our website usage and improve our services



To request that we stop processing your personal information for marketing purposes, you can opt-out of all communications at any time by emailing admin@tgpltd.co.uk and we shall stop processing your information for those purposes.

Recruitment

We process personal information in connection with our recruitment practices for the following purposes:

- recruiting new employees, consultants and partners
- verifying immigration status and/or eligibility to work
- undertaking pre-employment checks; and
- obtaining references

Research

We may process your personal information in connection with research projects. Where we do so, we will only process information that is necessary for the purposes of the research.

When do we disclose personal data to third parties?

For the purposes set out in this notice, we may share personal information with the following categories of third parties, some of whom we appoint to provide services, including:

- Our participants, as part of the provision of support and guidance to them, such as when connecting community participants with one another
- Professional advisors, suppliers, and sub-contractors in the course of the provision of services or in the performance of any contract we enter into with you
- Learning and community platforms, event venues, webinar hosts and training providers to provide you with access to our events and training
- Providers of business support services including technology, banking, insurance, legal and HR support
- Analytics and search engine providers that assist us in the improvement and optimisation of our site
- Providers of business development and marketing support services
- Research partners

We may also disclose your personal information if we are required to do so under any legal obligation, or where doing so would not infringe your rights but is necessary and in the public interest.

How do we keep personal data safe?

We are strongly committed to data security and take reasonable appropriate steps to protect the personal information we hold from unauthorised access, loss, misuse, alteration or



corruption. We have put in place physical, electronic and managerial procedures to safeguard and secure that information

Transfers of personal data outside of the UK and European Economic Area (EEA)

We may transfer personal data outside the UK or the EEA where adequate protection measures are in place, in compliance with data protection laws.

Whenever we transfer your personal data outside the UK or EEA, as applicable, we ensure that at least one of the following safeguards is in place, as applicable:

- Adequacy decision, as approved by the European Commission or the UK government, as applicable
- Permitted derogation for specified circumstances
- Processor binding corporate rules
- Standard contractual clauses, as approved by the European Commission or the UK government, as applicable.

Third party links

Our website may include links to third-party websites, plug-ins and applications, for example when you click the link to register for on one of our webinars, you will be taken to the third-party website of our webinar provider. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy policy of every website you visit.

How long we keep your data for

We retain personal data in accordance with our retention and destruction policy.

If you withdraw your consent for us to contact you, we will store your information for a period of two years to ensure that you no longer receive emails from us.

Your rights

If we process your data, you have the right to:

- Ask us not to process your personal data for marketing purposes
- Request rectification of information that is inaccurate or incomplete
- Ask for erasure of your information (known as the "right to be forgotten")
- Withdraw your consent by emailing admin@tgpltd.co.uk; if you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.
- Request from us access to personal data we hold about you
- Ask for the processing of that information to be restricted if the accuracy of that data is contested, the processing is unlawful, the personal data is no longer necessary for the purposes for which it was collected, or you exercise your right to object



- the right to request that your information be provided to you in a format that is secure and suitable for re-use (known as the "right to portability")

All of these rights are subject to certain safeguards and limits or exemptions.

How to Complain

Should you have any issues, concerns or complaints in relation to your data or our use of it, please let us know by contacting the Data Champion in the first instance by using the contact details below.

Trust Governance Professionals
75 Brookville Road, London, SW6 7BH
E-mail: admin@tgpltd.co.uk

If we are unable to resolve your concerns and you remain dissatisfied, you have the right to complain to the relevant supervisory authority. In the UK the relevant supervisory authority is the Information Commissioner's Office (ICO). The ICO's contact details are available here: <https://ico.org.uk/concerns/>.

Review of this Privacy Notice

This privacy notice may change from time to time, so we recommend that you review it periodically. This version of the privacy notice was last updated June 2026.

Cookie Policy

TGP's website uses cookies. "Cookies" are small pieces of information sent by a web server to a web browser. Cookies enable the server to collect anonymous information from the browser. They are stored on your computer / device.

Our website uses various cookies for different reasons. Some of these are a necessary part of functionality. Others relate to 3rd party functionality we may include on the website, such as a LinkedIn widget in the footer of each page.

We do not obtain or store in a cookie any personal information about you.

If you prefer, you can set your browser not to accept cookies but, as with any website, this will limit the functionality that you can access on our website.

If you want to find out more information about cookies, go to <http://www.allaboutcookies.org>. To learn about removing cookies from your browser, go to <http://www.allaboutcookies.org/manage-cookies>.

Please note: we collect usage data from our website using Google Analytics, a 3rd party data analysis tool. This provides us with aggregated, non-personal data which we use to analyse visitor trends.

Google Analytics uses cookies, and these are stored on your device too. We may also use other 3rd party suppliers for different website plugins and tools, and they may also use cookies.