TSVA Ltd Privacy Notice

Last reviewed: June 2026

1. Introduction

Thank you for trusting us with some information about you. We take that trust seriously and want you to understand how we use your information and why.

We promise respectful treatment of the personal information of everyone we have contact with. We aim to keep things simple and clear.

This notice explains how and why we collect information, how we use it, when it may be shared, how we keep it secure and your rights.

We do not sell, rent or trade personal data with anyone else.

2. Who we are

TSVA Ltd provides virtual assistant and business support services and is the data controller responsible for your personal data.

We are committed to complying with UK data protection law and are registered with the Information Commissioner's Office (ICO).

Contact details:
Tracy Suff, Director
Email: tracy@tsva.co.uk
Address: 30 Fawcett Crescent, Woodley, Reading, RG5 3HU

3. Whose information we collect

We process personal data relating to prospects, clients and client contacts, suppliers and associates, affiliates/referrers and employees (where applicable).

4. Our approach to personal data

We only collect and use personal data where necessary to respond to enquiries or complaints, manage business relationships, provide virtual assistant services, send requested information, manage payments and meet legal or regulatory obligations.

We aim to ensure the information we hold is accurate, up to date, relevant and not excessive.

5. What information we collect

Depending on your relationship with us, we may collect name and contact details, business information, communication records, service information, financial or invoicing data and information you provide directly or publicly.

We do not routinely collect special category data.

6. How we use your data

We use your data to deliver services, manage projects, communicate with you and maintain relationships.

If you sign up to communications, we may monitor engagement and you can unsubscribe at any time.

7. Social media

If you interact with us via social media, your data is also subject to the platform's own privacy policy and we may retain a record of interactions.

8. Sharing your data

We may share your data with trusted third parties such as virtual assistants, IT providers, accountants and marketing support where necessary. These parties are contractually bound to keep your data secure and confidential.

9. Where your data is stored

We use standard business systems such as email, file storage and accounting platforms. Your data may be stored in the UK, EEA or other locations depending on our providers. We use reputable suppliers with appropriate safeguards.

10. How long we keep your data

Prospects: typically up to 3 years
Clients: typically up to 7 years for legal, tax and accounting reasons
Marketing data: until you unsubscribe

11. Your rights

You have the right to access your data, correct inaccuracies, request deletion, restrict or object to processing and withdraw consent where applicable.

12. Legal basis for processing

We rely on consent, contract, legitimate interests and legal obligations depending on the circumstances.

13. Third-party data

Where we process personal data on behalf of clients, they remain the data controller and their privacy notice applies.

14. Payments

Payments are handled securely and we only receive the information necessary to process and reconcile payments.

15. Data protection complaints

If you have a concern about how we handle your personal data, you can raise this with us directly.

Please refer to our Data Protection Complaints Notice for full details of how to make a complaint, how we will handle it, and expected response times, including acknowledgement within 14 days.

You can also contact the Information Commissioner's Office (ICO) at any time.

16. Updates to this notice

We review this privacy notice regularly and update it where necessary.