

# KEEPING YOUR DATA SECURE

## True Potential Investments LLP and GDPR

The European Union's General Data Protection Regulation came in to force on 25th May 2018. This legislation has had a great impact on anyone whose business involves handling personal data about EU residents or within the EU. Financial Services is no different and True Potential Investments LLP, our associates and our users have all carried out significant work to ensure that we remain compliant with data protection regulation.

This article provides an overview of the roles and responsibilities in relation to personal data when you've chosen True Potential Investments LLP for your, or your clients', investments and will explain True Potential Investments LLP's measures taken to meet GDPR requirements.

### True Potential Investments LLP as the data processor

Where you introduce people to True Potential Investments LLP as customers, these customers are your data subjects, and you are considered the data controller for this personal data. In our Terms of Business and Privacy Policy, we refer to this data as Personal Data.

This applies to financial advisers; submitting applications to the True Potential Investments LLP Wealth Platform to arrange investments for your customers means that you have engaged True Potential Investments LLP as a data processor to carry out certain processing activities on your behalf.

In accordance with Article 28 of the GDPR, the relationship between the data controller and the data processor needs to be made in writing (electronic form is acceptable under subsection (9) of the same Article). This is where our Terms of Business and Privacy Policy come in. These two documents also serve as your data processing contract, setting out the instructions that you are giving to True Potential Investments LLP with regard to processing the personal data you control and establishing the rights and responsibilities of both parties. True Potential Investments LLP will only process your Client Data based on your instructions as the data controller.

### True Potential Investments LLP as the data controller

Additionally, True Potential Investments LLP acts as the data controller for our customers who opened accounts with us directly, most commonly through our True Potential Investor service, [www.tpinvestor.com](http://www.tpinvestor.com). True Potential Investments LLP are also data controllers of the personal data we collect about you, the user of our website and mobile apps.

First and foremost, we process data that is necessary for us to perform our contract with you (GDPR Article 6(1)(b)).

Secondly, we process data to meet our obligations under the law (GDPR Article 6(1)(c)) – this primarily involves financial and identification data, and information that we need to meet our accountability obligations under the GDPR.

Thirdly, we process your personal data for our legitimate interests in line with GDPR Article 6(1)(f).

#### What are our 'legitimate interests'?

- Delivering important information to you about your investments
- Responsible marketing of our product and its features
- Improving our service to you.
- Making sure that your data and True Potential Investments LLP's systems are safe and secure

As the controller for your personal data, True Potential Investments LLP is committed to respect all your rights under the GDPR. If you have any questions or feedback, please reach out to our Data Protection Team by email at [dataprotection@tpllp.com](mailto:dataprotection@tpllp.com).

## Sub-processors and data transfers

True Potential Investments LLP subcontract the processing of Personal Data to sub-processors for the purposes of providing our services to you.

The GDPR establishes strict requirements for moving data outside of its scope of protection, particularly the transferring of data outside of the EEA (European Economic Area). Where True Potential Investments LLP subsequently engages sub-processors outside the EEA, it is our job to ensure that we transfer the data lawfully. We do this by making sure that our third-party service providers have either certified under the EU-US Privacy Shield framework or signed the EU Commission's standard contractual clauses for data transfers with us.

All customers have a contractual relationship with our custodian SEI, whose Privacy Policy can be viewed at: <https://seicdrupalcdn.azureedge.net/cdn/farfuture/P0KgDbB0X1oL8d18zIqAPChR8ochIRSnKqLHtjQIWNU/1525264669/sites/default/files/SEI-UK-GDPR-Privacy-Notice.pdf>

## What has True Potential Investments LLP done for the GDPR

True Potential Investments LLP is very much up to speed with the implications of General Data Protection Regulation and the action required to remain compliant after 25th May 2018

We appreciate the privacy needs of True Potential Investments LLP's customers and business associates and, as such, have implemented technical and organisational measures in line with the GDPR to safeguard the personal data processed by True Potential Investments LLP. Like all of our measures, these will be subject to ongoing review and improvement.

### Internal processes, security and data transfers

A large part of GDPR compliance is making sure that there are appropriate measures in place that ensure the security of data. We have added elements to our application development cycle to build features in accordance with the principles of Privacy by Design. Access to the Client Data that we process will remain strictly limited. Our internal procedures and logs make sure that we meet the GDPR accountability requirements in this regard.

Another significant part of GDPR compliance is ensuring the rights of data subjects are protected. True Potential Investments LLP have developed our internal processes in this regard, including improved arrangements around handling subject access requests, portability of data, and the right to erasure of data.

Data subjects' ownership of their personal data is fundamental to GDPR. We have created new processes to respond to data subject requests to delete, modify, or transfer their data. For help with matters involving personal data, please contact us at [dataprotection@tpllp.com](mailto:dataprotection@tpllp.com).

## Documentation

Our **Terms of Business, Terms & Conditions** and **Privacy Policy** are constantly being revised to increase transparency and to make sure the documents meet GDPR requirements. As these are the basis for our relationship for you, it is very important for us to clearly, openly and comprehensively explain our commitments and your rights in these documents.



T: 0191 242 4866 E: [platform@tpllp.com](mailto:platform@tpllp.com) W: [tpllp.com](http://tpllp.com)  
Head Office: Gateway West, Newburn Riverside, Newcastle upon Tyne, NE15 8NX

True Potential Investments LLP is authorised and regulated by the Financial Conduct Authority, FRN 527444.  
[www.fca.org.uk](http://www.fca.org.uk) Registered in England and Wales as a Limited Liability Partnership No. OC356027.

May 2018