
TPL
34 Clarendon Road
Watford
Hertfordshire
WD17 1JJ

Tel: 01923 884 333
Fax: 01902 710 985

Head Office
2nd Floor, Mander House
Mander Centre
Wolverhampton
WV1 3NH

Tel: 01902 710 101
Fax: 01902 710 985



TPL Media Compliance Policy Statement

Tele Prospects Limited (trading as TPL Media) was established in 2004. TPL Media is primarily a consumer lifestyle research company involved in the business of building high quality profiled consumer data, which is qualified to be contacted based on the consumer's consent to receive additional information on the products or services in which they have shown interest in.

The Company is registered in England and Wales under Company Registration Number 05091787. Tele Prospects Limited is authorised and regulated by the Financial Conduct Authority. (FCA Registration Number 456333). TPL is regulated by the Claims Management Regulator in respect of regulated claims management activities the activities covered are Personal Injury and Financial products and services (authorisation number: CRM19305).

TPL is registered with the ICO under registration number – Z9386334

TPL operates telephone surveys, in which consumers are asked about preferences and if they would wish to receive future calls from our third-party partners. These surveys are conducted by independent Third Party call centres (hereinafter referred to as "call centres") with stringent policies and guidelines to ensure legitimacy of the business as per the prevalent governing laws of UK. As a contractual obligation the call centres are bound to adhere or comply to all the governing laws including the Data Protection Act, 1998 (hereinafter referred to as "DPA") and the Privacy and Electronic Communication (EC Directive) Regulations 2003 (hereinafter referred to as "PECR").

TPL has surveillance teams at every level to monitor and implement quality checks on the call centres. As a policy, we ensure that the call centres are provided with calling scripts and training materials through regular updates which are to be used strictly as per the guidelines issued by TPL. Any breach by the call centre, especially with regard to compliance and quality, is strictly dealt with penal actions against the call centres, in some cases ending up with termination of the contract.

Here at TPL we understand our responsibilities within a data supplier / data buyer working relationship and we ensure, within practical controls, the Data Protection and ICO regulations are adhered to.

Conducting Surveys

When conducting surveys, key steps we take to ensure this include:

1. Make calls on landline numbers to UK Consumers, i.e. people residing in the United Kingdom.
2. Before starting the Survey, the agent introduces himself and the trading name of the company followed by disclosing the purpose of the call. The agent takes consent from the consumer to

www.tplmedia.co.uk

TPL
34 Clarendon Road
Watford
Hertfordshire
WD17 1JJ

Tel: 01923 884 333
Fax: 01902 710 985

Head Office
2nd Floor, Mander House
Mander Centre
Wolverhampton
WV1 3NH

Tel: 01902 710 101
Fax: 01902 710 985



proceed with the call. If the consumer gives his consent the agent takes the Consumer as Opt-in and proceeds with the Survey.

3. After completion of all Survey questions i.e. at the end of the Survey, the Consumer is again asked to give his consent for sharing his details with the clients where the consumer has shown his interest in as Opt-in. Once the consent is received, only then are the details passed over to the clients as agreed by the Consumer during the call.
4. In cases where the Consumer does not wish to be contacted by our call centres in future, the details of that consumer goes into a Do Not Call (“DNC”) status, and the number of that Consumer is passed over to TPL for suppression. We liaise with all our call centres and instruct them to suppress the Consumer’s number as DNC. Therefore, the number of that particular Consumer is suppressed across all our call centres.

Consumer Consent and the Telephone Preference Service

TPL wants to ensure that the principals of our opt-in when Consumer data is collected are clearly explained to the Consumer. This includes how consent is obtained, how the data is used, how to deregister and how to obtain further information from the Company.

The company’s Consumer Privacy Policy is available on <http://lifestyleresearch.co.uk/privacy-policy.html>

TPL also maintains its Consumer telephone preferences by running its database against the TPS register every 28 days.

Last updated: January 2015

www.tplmedia.co.uk