

Data Privacy Policy

WHAT THIS PRIVACY NOTICE COVERS

At Wabbey Design we are committed to ensuring that you feel confident whilst using our website and that the information you share with us is being looked after and to reassure you that we will never give your details to third parties. In this notice, references to 'we' or 'us' means Wabbey Design. This notice explains how we collect and use the personal data about you.

WHAT IS PERSONAL DATA

Personal data relates to a living individual who can be identified from that data. The processing of personal data is governed by the General Data Protection Regulation (the "GDPR").

WHO WE ARE

Wabbey Design is a graphic design and print company, providing a full range of marketing literature and services for all sizes of businesses.

INFORMATION WE GATHER

As a client, you will give us information. This may include personal data such as your name, date of birth, postal address, email address, phone number and also details of your company. We may also hold additional personal information to enable us to provide a more focused service.

YOUR PERSONAL DATA AND HOW LONG WE STORE IT AND WHERE WE STORE IT

We will only keep your personal data for as long as it is necessary to maintain records and provide you with one or more of our services. In accordance with current legal requirements we retain data for a minimum period of seven years. We only use this to keep a record of your relationship and services with us. We store your information on paper records, online systems and in exchange of emails. Systems are password protected.

HOW WE USE YOUR INFORMATION

We rely on legitimate interest basis to use your personal information which includes explicit consent. We may use your information for a number of purposes including the following:

- Compliance with legal, regulatory and corporate governance obligations and good practice
- To provide you with information about our work or our activities that you have agreed to receive
- Ensure we know how you prefer to be contacted
- Keep a record of your relationship with us

We will use the information you give us to perform services you have requested such as:

- Graphic design, printing, marketing services and other associated marketing activities.
- To offer you information about any events, new initiatives in our marketing activities and also on occasions any new products or services that we may introduce.

CONSENT

By using this site, you agree with the terms of this privacy policy. Whenever you submit information via our website, you consent to the collection, use and disclosure of that information in accordance with this privacy policy.

INFORMATION SHARING AND DISCLOSURE

We will not sell, distribute or lease your personal information to third parties or external agencies unless we are required by law to do so. However, we may share your information with third parties, for example, Royal Mail or Couriers. The majority of our print deliveries are sent via courier. We also send mail via Royal Mail. We obviously need to share certain details such as the shipping name and address and email address/mobile number if you selected a tracked delivery service. All of our shipping providers are acting on our behalf and are also GDPR compliant and will not share these details with any third party. We will not send any information abroad without your consent.

USERS UNDER 18

We will only use private data on persons under 18 with the explicit consent of a parent or guardian.

GOOGLE ANALYTICS

Like most websites, we use Google Analytics (GA) to track user interaction. We use this data to determine the number of people using the site, to better understand how they find and use our web pages and to see their journey through the website. Although GA records data such as your geographical location, device, internet browser and operating system, none of this information personally identifies you to us. GA also records your computer's IP address which could be used to personally identify you but Google do not grant us access to this. We consider Google to be a third party data processor.

COOKIES

Cookies are small files that the site places on your hard drive for identification purposes. You should note that cookies cannot read data off your hard drive. GA makes use of cookies, details of which can be found on Google's developer guides. We reserve the right to use cookies to improve the experience of using this site. Disabling cookies on your internet browser will stop GA from tracking any part of your visit to pages within this website.

ACCESSING YOUR PERSONAL DATA

You are entitled to view, amend or delete the personal information that we hold. Email your request to fiona@wabbey.co.uk.

EMAILS

We monitor incoming and outgoing emails. This is in order to protect the operation of our computer systems and ensure compliance with our computer use policies. All emails are confidential and may be the subject of legal privilege. The contents may not be disclosed copied or distributed without the consent of Wabbey Design. Emails are for the exclusive use of the intended recipient(s). If you are not the intended recipient(s) please notify the sender, delete the message immediately and do not act upon it contents. Whilst Wabbey Design takes reasonable steps to scan emails it does not accept liability for any virus that may be contained in it. Unauthorised disclosure, distribution and copying of emails is strictly prohibited. The opinions expressed within emails are those of the individual author.

YOUR RIGHTS

You have the right to have any inaccuracies corrected, amended or deleted. If you request certain information that you have provided to be deleted this may prevent us from maintaining adequate records in order to provide a service to you or keep you informed of our activities.

You also have the right to request details of personal information we hold and in which case you must contact Wabbey Design. We reserve the right to charge an administration fee.

OTHER TERMS

Your use of this site is subject to our terms & conditions. Accessing this site constitutes agreement with those terms. If you believe that any information we are holding on you is incorrect or incomplete, please email fiona@wabbey.co.uk as soon as possible. We will promptly correct any information found to be incorrect.

CHANGES TO THE PRIVACY STATEMENT

Please accept this privacy statement as current. We reserve the right to change, modify or update this statement at any time without notice.

ENQUIRIES AND CONTACT DETAILS

Should you have any queries about personal data we hold please contact us by emailing: fiona@wabbey.co.uk.