

# PRIVACY POLICY

## Who are we?

TQ Print & Design – 7 The Plains, Totnes TQ9 5DR

We are committed to respecting your privacy and doing the right thing when it comes to how we collect, use and protect your personal data.

## This Policy explains

- the types of personal data that we collect
- how, when and why we collect and use your personal information
- when and why we will share personal data with other organisations
- the rights and choices you have when it comes to your personal data

By using the TQ Print & Design Website, Graphic Design and Print services, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email or in writing to TQ Print & Design.

## How do we collect information from you?

We obtain data about you when you submit information for use in design or print, send us an email or use our website, and CCTV images of you may be captured on our premises.

## What type of information is collected from you?

The personal information we collect might include your name, business address, home address, email address, phone numbers, IP address, and information regarding what pages are accessed.

In addition to the above, we may also collect information about your purchases, for example; what you have purchased, when you purchased it and how much it cost.

## Other Sources of personal data

We may obtain personal information from credit or reference agencies, the Land Registry and Companies House in respect of any credit applications.

## How is your information used?

We may use your information to:

- create any design work as agreed for example; business card, brochure etc
- manage your account
- process an enquiry that you have made;
- carry out our obligations arising from any contracts entered into by you and us;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest to you. These may include information about special offers & promotions of our associated companies goods and services;
- a job application;
- help us understand how our site is being used to inform site content and help reach our target audience; or
- CCTV images are obtained to ensure security and safety

We need to process your personal data so that we can manage your customer accounts, provide you with the goods and services you want to buy and to help you with any orders and refunds you may request. Processing your data in this way is necessary to enable us to fulfil our obligations to you as your supplier.

We are legally required to hold some types of information to fulfil our statutory obligations (for example a Tax Inspection). We will hold your personal information on our systems for as long as is necessary for the relevant activity.

### **Who has access to your information?**

We may share your information with third parties when outsourcing print, which we are unable to produce in house. In some circumstances we may also share personal data if it is part of the approved design to be printed, to enable those suppliers to deliver their services.

We work with carefully selected service providers that carry out certain functions on our behalf. These include, for example, companies that help us with technology services, storing and combining data, processing payments, credit checking and those who provide service on our behalf such as delivering orders to your premises. We only share personal data that is necessary to enable our Service Providers to provide their services.

When we share personal data with these companies we require them to keep it safe in line with GDPR.

We will not sell or rent your information to third parties and we will not share your information with third parties for marketing purposes.

Please be reassured that we will not release your information to third parties for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required by law, to pass on your information to the Police or any other statutory authority, example, by a court order or for the purposes of prevention of fraud or other crime.

### **Your choices**

You have a choice about whether or not you wish to receive information from us. If you do not want to receive communications from us please email or write to TQ Print & Design indicating you do not wish to receive further communications.

We will not contact you for marketing purposes by email or phone unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email or in writing.

### **How you can access and update your information**

Under the General Data Protection Regulation, you have the right to see the personal data we hold about you. This is called a Subject Access Request.

If you would like a copy of the personal data we hold about you, please write to: Data Privacy Officer, TQ Print & Design, 7 The Plains, Totnes TQ9 5DR or email [adrian@tqprintanddesign.co.uk](mailto:adrian@tqprintanddesign.co.uk)

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email or write to TQ Print & Design. You also have the right to ask for a copy of the information we hold about you.

## Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

## Use of 'cookies'

Like many websites, TQ Print & Design's website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual.

When using our website, we may process personal data such as:

- Your IP address
- Your geographical location (country & city)
- Your browser type and version
- Your operating system
- Length of visit
- Page views
- Website navigation paths
- Information about the timing, frequency and pattern of your website use when visiting & using the website.

The source of the data detailed above is collected via Google Analytics which use '**Cookies**' to collect this data. The reason for collecting this information is to help us analyse website traffic so we can understand:

1. Who uses our website
2. How people find our website
3. How people use our website.

This data helps to ensure that potential customers can easily find our website and that they can easily source information when using our website. We use this information to help improve our website's functionality and ultimately our user's experience. There are 2 legal bases for the use of Cookies on our website:

1. For Cookies which track website visitor activity via Google Analytics, as previously detailed, is '**Consent**'.
2. Some of the Cookies used on our website are needed for operational purposes and are absolutely necessary for our website to function, and therefore the legal process for the use of these operational cookies is '**Legitimate Interests**'. We will not use these operational cookies to process any personal data.

## Do I have to consent to cookies?

No, you can block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to restrict the use of cookies (including essential cookies), you may not be able to access all or parts of our site.

By continuing to use the TQ Print & Design website, you consent to the use of cookies.

For information on how to do this, and about cookies in general, visit [www.allaboutcookies.org](http://www.allaboutcookies.org)

## **16 or Under**

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

## **Transferring your information outside of Europe**

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

## **Review of this Policy**

We reserve the right to make changes to this Privacy Policy from time to time, so please take the time to check this page periodically to ensure that you're happy with any changes..

*Last reviewed May 2018*

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The client agrees to fully indemnify and hold TQ Print & Design free from harm in any and all claims resulting from the client in not having obtained all the required copyright, and/or any other necessary permissions.