



# GDPR Data Promise

Harlow Solutions



## GDPR Data Promise

Harlow Printing Limited is committed to protecting your privacy and data. We will use the information that we collect about you in accordance with the General Data Protection Regulation 2018 and the Privacy and Electronic Communications Regulations 2003.

### WHAT INFORMATION DO WE COLLECT?

You give us information when contacting us to obtain a price for a printed product; by placing an order; by logging onto our website portal to place orders; or by communicating with us. We keep your details for the sole purposes of responding to your query.

The information we hold about you may include:

- Your name
- Postal address
- Telephone number
- Email address
- Your preferences how we communicate with you
- Information which is available publicly

We shall maintain a record of your transactions and correspondence but we shall not store any payment card details.

We shall keep a record of the emails we send you and we may track whether you receive them or open them so we can be sure we are sending relevant information.

### HOW WILL WE USE YOUR DATA?

We use your data to:

- Contact you for any changes to your orders
- Administer payment details
- Keep a record of your relationship with us
- Occasionally to undertake customer satisfaction surveys
- Inform you of changes in our service, new offers and opportunities

You have the option to change any of your details or contact preferences at any time by contactin us.

### THIRD PARTIES

We will not share any of your personal details with any third parties without your agreement, unless required to in order to fulfil our contract with you or allowed to by the law. We may share your details with our internal mailing house who are also covered by this agreement. Your personal data is never sold on to any other agencies or partners without your consent.



## **GIVING YOU CONTROL**

Unless you ask us not to we may contact you about any special offers or marketing opportunities which may be of interest to you. You can opt out of this at any time by sending us an email or contacting us via telephone, details of which will be on the communication we send.

## **HOW WE KEEP YOUR DATA SAFE**

Your personal data will be held by and processed by Harlow Printing Limited's system. Where possible we aim to keep a single record for each customer.

Your data is held securely in the UK and is backed up each night and processes are EU compliant. We may however need to disclose your details if requested to the police, regulatory bodies or legal advisors.

## **CHANGES TO THIS POLICY**

We may change this Privacy Policy from time to time. If any significant changes are made in how we handle your personal information we will make this clear on our website or by contacting you direct.

## **YOUR RIGHTS**

You have the following rights related to your personal data:

- The right to request a copy of personal information held about you
- The right to request inaccuracies be corrected
- The right to request us to stop processing your data
- The right to lodge a complaint with the Information Commissioners Office

## **CONTACT US**

Please contact us if you have any questions about our Data Promise or wish to be removed from any communications or processing activities:

Email us at [data@harlowsolutions.co.uk](mailto:data@harlowsolutions.co.uk) or write to us at;

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