

ES PRINT SOLUTIONS – GDPR BUSINESS PRIVACY POLICY**GDPR Policy**

This privacy policy sets out how ES Print Solutions collects, uses, stores and protects any information that you give to us and is committed to a policy of protecting the rights and privacy of individuals.

We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information from which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy policy statement and with the requirements laid down by law in the Data Protection Act (DPA) 1998, The Privacy and Electronic Communications (EC Directive) Regulations (PECR) 2003 and the new General Data Protection Regulation (GDPR) 2018. ES Print Solutions' contact details are: ES Print Solutions, Media House, Halifax HX4 8NN info@esprintsolutions.com. This policy is effective from 24th May 2018. We may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

What we collect

We may collect the following information:

Your name and job title.

Contact information including your email address, postal address and telephone number.

Demographic information such as postcode.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

We do not collect any special categories of data.

The legal basis for processing your data

We collect this data from you on the following legal bases:

Showing our work, discussing projects and keeping in contact with you and providing quotations as a result of your request.

In the case of your corporate email address (where you have provided us with this), that we have a legitimate interest in doing so for our own commercial activities and activities related to customer satisfaction and service improvement where our use of your data is proportionate, has a minimal impact on your privacy and promotes an activity that you might reasonably expect us to be engaged in.

How is your data collected and what we do with the information we gather?

We use different methods to collect data from and about you. This is through direct interactions with you by correspondence with us by post, phone, email or otherwise. We use, store and process this information to understand your needs and provide you with a better service, and in particular, for the following reasons. Internal record-keeping and to administer any account(s) that you might have with us. We may use the information for our legitimate business interests to improve our products and services to you. We may periodically send emails about new services, or other information which we think you may find interesting using the email address which you have provided and given us consent to use or, where you have provided us with a corporate email address, for our legitimate interests (as described above), provided you have not unsubscribed. We may contact you by email, phone, fax or post but only in accordance with your express and explicit consent for such contact. We may also use the information for our internal business purposes and legitimate interests of improving customer satisfaction to customise our website(s) according to your interests to provide you with a better experience.

How long do we keep your personal information for?

We will only retain your personal information for the minimum time that is necessary for the purpose for which it was collected. In relation to financial and transactional data this will be for a period of approximately 6 years after the date of the transaction. In the case of marketing consent, we will contact you to renew this every six years.

Controlling your personal information – your rights

You may choose at any time to restrict the collection or use of your personal information in the following ways:

Right to withdraw consent, data retention and the right to be forgotten - If you have previously agreed to us using your personal information or we are using your contact details for our legitimate interests for direct-marketing purposes, you may change your mind at any time by writing to or emailing us at info@esprintsolutions.com. We will comply with your request within one month of receiving it. Please note, there may be certain circumstances such as a legal obligation we may have, that mean the right to be forgotten (your right to have your data erased) cannot be implemented but we will inform you of this should you contact us on this basis.

Right of data portability – You have the right to request a copy of the data that you provided us with in order that you can reuse it for your own purposes across different services. This right is only applicable if you have given us explicit consent to process your data or if we have used it for the performance of any contract(s) we may have (had) with you. If you wish to do this, please write to us at ES Print Solutions, Media House, Halifax HX4 8NN. We will provide the information in a commonly used and machine-readable format.

Right of access to your data - You may request details of personal information which we hold about you. If you would like a copy of the information held on you please write to us. Right to rectification of inaccurate data - If you believe that any information we are holding on you is incorrect or incomplete, please write to us as soon as possible. We will promptly rectify any information found to be incorrect. Right to object to processing of your data – You have a right to object to us using your data for marketing under the basis of 'legitimate interests' and if you wish to do so, please contact us.

Disclosures of your personal data

We will not sell, distribute or lease your personal information to third parties unless we are required by law to do so. We may need to disclose your data to third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice. We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

Security

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, we have put in place appropriate physical, electronic and managerial procedures to safeguard and secure the information we collect. All your information is stored either electronically on our secure server or in the case of paper documentation, in secured cabinets only accessible by us or our staff. We limit access to your personal data to those employees who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

Complaints

If you have reason to make a complaint, then you should contact us in writing as soon as possible at ES Print Solutions Ltd, Media House, Halifax HX4 8NN

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave this website, you should be aware that we do not have any control over those other websites. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement.