



## Privacy Policy

Clinical Print Finishers UK Ltd (CPF) is committed to safeguarding your privacy and protecting your personal data. This Privacy Policy sets out details of the information we may collect from you and how we may use that information. This Privacy Policy should be read alongside our Terms and conditions of trading.

Unless stated otherwise in this document “we” refers to CPF and the businesses that operate under its authorisation.

### **Who we are**

CPF is an independent specialist print finishing company providing various print related services to the print, promotional and packaging industries. Our Head Office is based in Leicester.

### **How we work**

CPF works with our clients and is a data controller of any personal data which we (CPF) collect from or about our clients in connection with the provision of our services.

Where other companies and/or third parties provide support services to CPF such as I.T. development and maintenance there may be occasions where data is accessible to such parties. CPF has the appropriate safeguards and agreements in place with each service provider to ensure data is protected and meets General Data Protection Regulation requirements.

### **Contractual basis for processing**

CPF has a contractual basis for collecting & processing client data.

This is because we need to obtain and use client data to quote, process and fulfill customer requests and contracts.

### **What information do we collect and how do we collect it?**

We collect and hold with your consent:

- personal information, such as your name, business address, email and contact telephone numbers
- bank details for payments of suppliers
- we only take and process card payments over the phone at point of call and do not store any payment details either manually or electronically whatsoever

This information could be gathered by telephone, email, post, from website enquiries or in person

### **Disclosure of your information**

We will share your information where required with CPF staff to fulfil the provision of our services and to affect a contract.

We may also share your information with other suppliers externally if you request a referral for other services that are outside of our scope of finishing services. We would only do this with your agreement and if a need has been identified.

Your data will not be disclosed to any other third party than those already mentioned without your explicit consent

If a complaint is made by you, we may share your information with our legal representatives to resolve your query.

### **How we use your information**

We use your information to:

- provide a service you have requested
- process your enquiry under the provision of our services
- provide you with information on products and services that you request from us
- deal with any queries or complaints you make
- as management information for our business
- to keep you updated on other services that you might be interested in.

### **How we store your Personal Data**

We will keep copies of items connected in the provision of a service you have requested to enable us to deal with any queries or complaints you make and to deal with any legal or contractual issues. Items may include application forms, notes of meetings, completed feedback questionnaires, job specific specifications, non-disclosure agreements, credit reference reports, postal correspondence and email exchanges.

The security of your personal data is of paramount importance to us and we employ robust I.T. systems and security measures to ensure that it is protected from unauthorised access and disclosure. Our records are securely backed-up both locally using secure servers and, in the EU, using cloud-based solutions. If data is stored in countries outside of the EEA, we ensure that those storage solutions meet with the General Data Protection Regulation guidelines in terms of the protection and privacy of that data.

### **How long we will keep your information for?**

We will not keep your information for any longer than is necessary in the provision of our services.

If you are no longer a client, we will remove your personal details immediately and archive any sensitive personal information for a period to comply with our legal obligations of retaining client records. After 6 years we will take all reasonable steps to securely delete any of your personal data which is no longer required.

## **Your rights**

You can at any time ask us to:

- supply you with a copy of your personal information that we hold.
- to not process your personal data for marketing purposes
- to amend any personal data that is not accurate or correct
- to erase your personal data under certain circumstances
- to transfer your personal data to another data controller under certain circumstances

## **Marketing**

We would like to send you information about products and services of ours which may be of interest to you. If you prefer not to receive this information you may opt out by sending an email to [legal@clinical-print.co.uk](mailto:legal@clinical-print.co.uk) or calling our Head Office on 01162620050

## **Changes to this Privacy Policy**

We reserve the right to amend the Policy at any time. Any significant changes made will be notified to you in writing, but we would advise you to check our website regularly to ensure you are familiar with the most up to date version

## **How to contact us**

If you have any queries regarding this Policy or you would like to exercise any of your rights set out above, please contact us at:

[legal@clinical-print.co.uk](mailto:legal@clinical-print.co.uk)

Or in writing to The Data Controller, Clinical Print Finishers UK Ltd, 9 Glenbarr Avenue, Leicester LE4 0AE