

## Pebbleprint Limited

### Privacy Policy

Pebbleprint understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all our customers and others with whom we make contact and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

**These terms explain how we use your personal data: how it is collected, how it is held, and how it is processed.**

It also explains your rights under the law relating to your personal data.

We may collect and process the following data about you:

#### **Information you give us.**

You may give us information about you by filling in forms or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you register to use our services, search for a service, place an order, promotion or survey and when you report a problem with our services. The information you give us may include your name, job title, address, e-mail address, answer to user security question, and phone number.

#### **Information we collect about you.**

With regard to each of your visits to the Site we may automatically collect some or all of the following information: technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your browser type and version, time zone setting, browser versions, and operating system.

#### **Information we receive from other sources.**

We may receive information about you from third parties for the purpose of providing services to you, e.g. Credit Reference agencies, Companies House.

This data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it.

We use information held about you in the following ways:

#### **Information you give to us.**

We will use this information to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us;

- to provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about;
- to notify you about changes to our service;
- to ensure that content from our site is presented in the most effective manner for you and for your computer.



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VAT Reg No. 823 2051 71 Registered in England No. 4874041

## **Information we collect about you.**

We will use this information for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes; to allow you to participate in interactive features of our services, when you choose to do so; as part of our efforts to keep the Site safe and secure;

## **Information we receive from other sources.**

We may combine this information with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for the following periods (or, where there is no fixed period, the following factors will be used to determine how long it is kept):

If you are a system user then your data is kept as long as is necessary to provide our services to you.

If you are a customer then your data is kept as long as is necessary to comply with applicable legal, tax or accounting requirements.

Your personal data is stored in our secured computers and invoicing systems. These systems abide by the GDPR and are based in the United Kingdom.

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a "subject access request".

All subject access requests should be made in writing and sent via our email system.

There is not normally any charge for a subject access request. If your request is 'manifestly unfounded or excessive' (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request within one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time.

For the avoidance of any doubt, any personal data held on the Services you take from Pebbleprint are out with our access and control. Under GDPR Pebbleprint is neither a processor nor a controller of data held on the Services you have with us and it is your responsibility to ensure compliance with GDPR for any personal data you hold of your customers held on the Services.



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