

# Use of private information policy (GDPR)

Last updated: 13-06-18

## Summary:

Commercial Colours Ltd respect the EU's General Data Protection Regulations (GDPR) and this policy explains how we collect and treat any information you give us. You won't find any complicated legal terms or long passages of unreadable text. We've no desire to trick you into agreeing to something you might later regret.

## Our policy covers

1. Why we value your privacy
2. How we collect information
3. What information we hold
4. Where we store your information
5. What we use your information for
6. Who's responsible for your information at our company
7. Who has access to information about you
8. The steps we take to keep your information private
9. How to complain
10. Changes to the policy

## Why we value your privacy

We value your privacy as much as we do our own, so we're committed to keeping your personal and business information safe. We're uncomfortable with the information companies, governments, and other organisations keep on file, so we ask for only the bare minimum from our customers. We'll never use your personal information for any reason other than why you gave it, and we'll never give anyone access to it unless we're forced to by law.

## How we collect information

When you contact us via our website we ask you to email us.

Our website doesn't use cookies or scripts that were designed to track the websites you visit. We don't use analytics or native social media 'like' or 'sharing' buttons which also build profiles of your internet activity.

Occasionally, we might receive your contact information from your insurers or an accident management company that you have instructed to act on your behalf. If we do, we protect it in exactly the same way as if you gave to us directly.

## **What information we hold**

- When you contact us by email or through our website, we do collect your name and email address and any other information you supply us.
- When are instructed to act on your behalf, we collect your name, email address, phone number, and collection and delivery address.
- If you do business with us, we also collect your business name, address and bank details and keep records of the invoices we send you and the payments you make.
- All work orders are processed by our administrative staff. We do not retain credit card information on our server.
- Merchant credit card and debit card receipts are retained in a secure area for a six month period and can only be accessed by our finance manager. These receipts are disposed of via our secure shredder. We are compliant with the security requirement of merchant credit /debit card supplier.

## **Where we store your information**

When you contact us by email or do business with us your information is stored on our secure server.

## **What we use your information for**

We do not share your information. Other than with your third party insurers or third parties instructed by you to act on your behalf.

We will use your information to send you invoices, statements, or reminders.

## **Who's responsible for your information at our company**

Mark Jacques, our Managing Director, is responsible for the security of your information. You can contact them by email at [mark.jacques@commercialcolours.co.uk](mailto:mark.jacques@commercialcolours.co.uk) or by phone on 01244 281352 if you have any concerns about the information we store.

## **Who has access to information about you**

When we store information in our own systems, only the people who need it have access. Our management team have access to everything you've provided, but individual employees have access to only what they need to do their job.

## **The steps we take to keep your information private**

We do not share your information. Other than with your third party insurers or third parties instructed by you to act on your behalf.

The computers we use are all password protected and regularly changed. Our server has security firewall in place

### **How to complain**

We take complaints very seriously. If you've any reason to complain about the ways we handle your privacy, please contact Mark Jacques by email at [mark.jacques@commercialcolours.co.uk](mailto:mark.jacques@commercialcolours.co.uk) or by phone on 01244 281352. If you're the letter writing type, send your envelope to Mark Jacques, Commercial Colours Ltd, Zone 3, Link 56, Weighbridge Road, Deeside Industrial Park, Deeside, Flintshire, CH5 2LL.

### **Changes to the policy**

If we change the contents of this policy, those changes will become effective the moment we publish them on our website.