

Website Privacy Policy

This website is operated by M&D Marketing Ltd and Mr Roland Lane. We take your privacy very seriously and therefore urge you to read this policy very carefully as it contains valuable information about:

- Who we are
- How and why we collect, store, use and share personal information
- Your rights in relation to your personal information
- How to contact us and supervisory authorities if you have a complaint.

Who we are:

M&D Marketing Ltd collect use and are responsible for certain personal information about you and your organisation. When we do so we are regulated under the General Data Protection Regulations which apply across the European Union (including the United Kingdom) and are responsible as a controller of that information for the purposes of these laws.

The personal information we collect, and use are as follows: Name, address, telephone number and email address. This is done when placing an order as a new customer and when subscribing to our mailing lists.

If you give us information about another person or business, you confirm that you have been appointed on their behalf and agree that you shall consent on their behalf to the processing of their personal data, shall receive any data protection notices on their behalf and shall consent on their behalf to the transfer of their personal data abroad.

We may monitor communications such as emails for quality assurance and compliance.

We collection information about our uses to identify and manage your accounts you hold with us, process your orders, carry out customer profiling and analysing your purchasing preferences.

We may share your information with Credit Reference Agencies in accordance with our credit checking policy below and Law Enforcement Agencies in connection with any criminal/unlawful activity. We will not share your information with any other third parties.

Marketing:

We would like to send you information about products, services and offers from the business which may be of interest to you. Such information could be sent by post or email.

We ask if you would like us to send you marketing messages on the first occasion that you provide any relevant contact information i.e. on purchase, signing up to our newsletter etc. If you do opt in to receive such marketing from us, you can opt out at any time. If you have any queries about how to opt out, or if you are receiving messages you do not want you can contact us using the details provided below.

Credit Checking:

We may do a credit check on your business to make credit decisions about you and to prevent and detect fraud and money laundering. We may also use this information to trace debtors. If you provide false or inaccurate information to us and we suspect fraud we will record this. We use Companies House which is a free service.

How long will your information be kept?

We will hold your name, address and email address for at least 6 years unless you're still an existing customer which could be longer, to satisfy UK Tax Law. These periods are no longer than necessary in each case.

Reasons we can collect and use your personal information:

We rely on the following as the lawful basis on which we collect and use your personal information – contract and business use.

Keeping your information secure:

We have appropriate security measures in place to prevent personal information from being accidentally lost, used or accessed in any unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will only do so in an authorised manner and are subject to a duty of confidentiality. We will also use technological and organisation measures to keep your information secure. All data is stored on secured servers. User account access is controlled by Passwords. We also have procedures in place to deal with any suspected data security breach and will notify you and any applicable regulator where we are legally required to over any suspected data security breaches.

Indeed, while we will use all reasonable efforts to secure your personal data, in using this site you acknowledge that the internet is not entirely secure and for this reason we cannot guarantee your security or integrity of your personal data that are transferred from you or to you via the internet. If you do have any concerns, please don't hesitate to contact us.

We may need to transfer your personal data to the following countries outside of the European Economic Area such as the United States of America (USA) for the purpose of information sent to our servers and databases which are hosted by US companies such as Google and Mail Chimp. Any transfers to the USA will be undertaken on the basis that that country ensures an adequate level of protection. For more information on the basis of not EEA transfers, our safeguards or commission details please contact us. We will not transfer your data to any other organisation governed by public international law or which is set up under any agreement between two or more countries.

What rights to do you have:

Under the GDPR you have several important rights free of charge. These include:

- Fair processing of information and transparency over how we use your personal information
- Access to your personal data that this privacy notice is already designed to address
- Require us to correct any mistakes to information we hold
- Require the erasure of personal information concerning you in certain situations
- Receive the personal information concerning you in a structured format and have the right to transmit this data to third parties in certain situations
- Object at any time to processing of personal information concerning you for direct marketing
- Object to decisions being taken by automated means which produce legal effects concerning you
- Object in certain other situations to our continued processing of your personal information
- Otherwise restrict our processing of your personal information in certain circumstances
- Claim compensation for damages caused by our breach of any data protection laws.

For further information on each of those rights including the circumstances in which they apply, see the Guidance from the UK Information Commissioners Office (ICO) on individual's rights under the GDPR. If you would like to exercise these rights at any time, please contact us. From time to time we may also have other methods to unsubscribe from any direct marketing. If such are offered, please note that there may be some period after selecting unsubscribe that you may still receive such marketing while your request is being processed.

Changes to the privacy policy were published on the 25/05/18. We may change this from time to time in compliance with any legislation brought in. any changes will be notified a notice on the website.

Contacting us:

If you have any questions or concerns about this policy or the information we hold about you, please contact us by: email – sales@printingconsumables.com or via post – Unit 25 Imex Business Park, Ormonde Street, Fenton, Stoke-on-Trent, ST4 3NP or via telephone on 01782 943 435 between the hours of 9am-5pm Monday to Friday.

Our data protection officer is Mr Roland Lane.