

Privacy Policy

This is the privacy notice of Jones' Creative Services Limited

We are company number 03758439 registered in UK.

ICO Registration: **CSN1482503**

Our registered office is at 26 Bridge Street, Leatherhead, Surrey KT21 1PR.

Introduction

- 1. This is a notice to inform you of our policy about all information that we record about you. It sets out the conditions under which we may process any information that we collect from you, or that you provide to us. It covers information that could identify you ("personal information") and information that could not. In the context of the law and this notice, "process" means collect, store, transfer, use or otherwise act on information.
- 2. We regret that if there are one or more points below with which you are not happy, please feel free at any time to discuss these terms as they affect you as a customer or supplier.
- 3. We take seriously the protection of your privacy and confidentiality. We understand that all clients are entitled to know that their personal data will not be used for any purpose unintended by them, and will not accidentally fall into the hands of a third party.
- 4. We undertake to preserve the confidentiality of all information you provide to us, and hope that you reciprocate.
- 5. Our policy complies with UK law accordingly implemented, including that required by the EU General Data Protection Regulation (GDPR).
- 6. The law requires us to tell you about your rights and our obligations to you in regards to the processing and control of your personal data. We do this now, by requesting that you read the information provided at **www.knowyourprivacyrights.org**
- 7. Except as set out below, we do not share, or sell, or disclose to a third party, any information collected about you by any gathering method.

What information we collect about you

We collect information about you when you provide it to us, when you use our services, and when other sources provide it to us, as further described below.

Information you provide to us

We collect information about you when you provide it directly to us.

- **Account and Profile Information:** We collect information about you when you request an account, in order to trade with us. For example, you provide your contact information and, in some cases, billing information when you request an account to make a purchase from us.
- **Content you provide:** Where you engage our services to supply typesetting, graphic representation, print, design and/or website services – the content is provided only by you and sanctioned only for its intended use for ordered products or services.
- **Customer support:** We also provide you with customer support, where you may choose to submit information regarding a problem you are experiencing with a product/service. If you chose to submit such information you will be asked to provide contact information, a summary of the problem you are experiencing, and any other documentation, screenshots or information that would be helpful in resolving the issue.
- **Payment Information:** We collect certain payment and billing information when you request an account with us and ask you to supply relevant name and contact information for that sole purpose.

How we use the information we collect

- **To provide goods and services:** We use information about you to provide goods and services to you including proofing, pricing, queries and clarifications regarding products and providing customer

- support including contact, billing and delivery information NB this may occasionally include 3rd party deliver to home addresses as well as to trading premises, including your staff or customers.
- **To communicate with you about our goods and services:** We use your contact information to send transactional communications to you via email, provide customer support and/or technical advice/information.
 - In posting personal information, it is up to you to satisfy yourself about the privacy level of every person who might use it. We do not specifically use this information except to allow it to be displayed or shared. We do store it, and we reserve a right to use it in the future for authorised use or transaction.
 - **Public domain** – we are legally entitled to research information about you or your organisation using compliant portals such as social media and including Companies House.
 - **Latest offers and developments within our company:** We use your official contact information to send promotional information to you. This will only be done if you have expressly consented to receiving these types of communications.
 - We keep personally identifiable information associated with your message, such as your name, landline phone number/s, mobile number/s and email address/es so as to be able to track our communications with you to provide a high quality service.
 - **To process a complaint:** when we receive a complaint, we record all the information you have given to us and we use that information to resolve your complaint.
 - We may also compile statistics showing information obtained from this source to assess the level of service we provide, but not in a way that could identify you or any other person.
 - **Payment information is taken by us verbally or by email. We do not use text messages unless agreed with you as the only method possible. Our employees and contractors do not have access to it.**
 - We do not accept or process credit card information.
 - **Payments to us are by BACS or cheque and in some circumstance cash [with supplied receipt] only.**
 - **Samples:** We may use your samples as examples of print type and finish and may show to third parties – unless covered by an NDA between us or deemed by us or stated by you to be sensitive or private information.

The basis on which we process information about you

The law requires us to determine under which of six defined bases we process different categories of your personal information, and to notify you of the basis for each category.

If a basis on which we process your personal information is no longer relevant then we shall immediately stop processing your data.

If the basis changes then, if required by law, we shall notify you of the change and of any new basis under which we have determined that we can continue to process your information.

Information we process with your consent

- **Actions when otherwise there is no contractual relationship between us**, such as when you browse our website or ask us to provide you more information about our business, including our products and services, you provide your consent to us to process information that may be personal information.
- Sometimes you might give your consent implicitly, such as when you send us a message by e-mail to which you would reasonably expect us to reply. Except where you have consented to our use of your information for a specific purpose, we do not use your information in any way that would identify you personally. If we store this information, it will be stored for an appropriate period of time or until its use lapses for example should we cease to trade.
- If you have given us explicit permission to do so, we may from time to time pass your name and contact information to selected associates whom we consider may provide services or products you would find useful. We continue to process your information on this basis until you withdraw your consent or it can be reasonably assumed that your consent no longer exists.
- Where we do introduce a 3rd party, we will copy you in thereby providing context and providing you with the single individual contact so you will recognise when/if contact is made.
- You may withdraw your consent at any time by instructing us at studio@jonesreative.co.uk.

Information we process for the purposes of legitimate interests

We may process information on the basis there is a legitimate interest, either to you or to us, of doing so.

Where we process your information on this basis, we do so after having given careful consideration to:

- whether the same objective could be achieved through other means
- whether processing (or not processing) might cause you harm
- whether you would expect us to process your data, and whether you would, generally, consider it reasonable for us to do so

For example, we may process your data on this basis for the purposes of:

- record-keeping for the proper and necessary administration of our business.
- responding to unsolicited communication from you to which we believe you would expect a response.
- protecting and asserting the legal rights of any party.
- insuring against or obtaining professional advice that is required to manage business risk.
- protecting your interests where we believe we have a duty to do so.

Information we process because we have a legal obligation

We are subject to the law like everyone else. Sometimes, we must process your information in order to comply with a statutory obligation.

For example, we may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order.

This may include your personal information.

Legal or financial dispute such as late or refused payment for services or goods provided in good faith or on account, suspected fraud,

Disclosure and sharing of your information

Sharing with third parties

We share information with third parties that help us operate, provide, improve, integrate, customise, support and market our services.

- **Service Providers eg technical support/by request only or in general maintenance of servers/websites:** We work with third-party service providers to provide website and application development, hosting, maintenance, backup, storage and other services for us, which may require them to access data storage that may contain information about you. If a service provider needs to access information about you to perform services on our behalf, they do so under instruction from us but by request from you, including abiding by policies and procedures designed to protect your information.
- We work with third parties who provide consulting, printing, sales of goods, transport, support and technical services to deliver and implement customer solutions/goods and service.
- **Compliance with Enforcement Requests and Applicable Laws; Enforcement of Our Rights:** In exceptional circumstances, we may share information about you with a third party if we believe that sharing is reasonably necessary to:
 1. comply with any applicable law, regulation, legal process or governmental request, including to meet national security requirements,
 2. enforce our agreements, policies and terms of service,
 3. protect the security or integrity of our products and services,
 4. protect suppliers, customers or the public from harm or illegal activities, or
 5. respond to an emergency which we believe in good faith requires us to disclose information.
 - 6.
- **Credit reference:** to assist in combating fraud, we may share information with credit reference agencies, so far as it relates to clients or customers who instruct their credit card issuer to cancel

payment to us without having first provided an acceptable reason to us and given us the opportunity to refund their money.

- **Data may be processed outside the European Union:** We may use outsourced services in countries outside the European Union from time to time in other aspects of our business. Accordingly data obtained within the UK or any other country could be processed outside the European Union.
- **Our Suppliers and/or Agents:** where you have entered into a contract with us for the supply of goods and services, we may need to share your information with our suppliers and/or agents to ensure fulfilment of this contract.

For example, if you enter into a contract with us to supply print products & services, it will be necessary for us to provide our couriers with certain information (delivery instructions, times, address and contact), to fulfil the contract.

The information will only be shared if it is necessary to the fulfilment of the contract.

Access to your own information

- **Access to your personal information:** At any time you may review personally identifiable information that we hold about you, by request.
- To obtain a copy of any information that is not provided on our website you may send us a request at studio@jonescreative.co.uk. After receiving the request, we will tell you when we expect to provide you with the information and, whether we require any time-based fee for providing it to you [for time taken to retrieve from archive/storage].
NB – we transfer ownership of your files and data that we have created or store upon completion of the project to which it relates i.e. financial completion/settlement of contract/project. But may charge you normal rate for time taken to retrieve, store to removable media to be mailed or couriered, or transfer via agreed file transfer services such as WeTransfer.
- **Removal of your information:** If you wish us to remove personally identifiable information from our website and/or database, you may contact us at studio@jonescreative.co.uk. This may limit the service we can provide to you.
- **Opt-out of communications:** You may opt out of receiving promotional and/or informative communications from us by using the checkbox within each email or by contacting us at studio@jonescreative.co.uk.
- **Verification of your information:** When we receive any request to access, edit or delete personal identifiable information we shall first take reasonable steps to verify your identity before granting you access or otherwise taking any action. This is important to safeguard your information.
- **Responding to your requests:** We will deal with your subject access request without undue delay and in any event within one month of receipt of your request. However, if the work involved is particularly complex or if numerous requests are made then we may extend this period by up to two additional months. In this case, we will inform you about the extension and explain the reasons.
- We will not charge a fee for dealing with your request unless it is manifestly unfounded or excessive. If we charge a fee, we will inform you of this and explain the reasons for doing so.
- If you are not satisfied by our actions, you can outline your dissatisfaction by email to us at studio@jonescreative.co.uk. If you remain dissatisfied, you have the right to refer the matter to the Information Commissioner or seek recourse through the courts.

Other matters

- **How you can complain:**
- If you are not happy with our privacy policy or have any complaints then you should tell us by email. Our address is studio@jonescreative.co.uk.
- If a dispute is not settled then we hope you will agree to attempt to resolve it by engaging in good faith with us in a process of mediation or arbitration.
- If you are in any way dissatisfied about how we process your personal information, we would be happy to discuss or, you have a right to lodge a complaint with the Information Commissioner's Office. This can be done at <https://ico.org.uk/concerns/>
- **Retention period for personal data:** except as otherwise mentioned in this privacy notice, we keep your personal information only for as long as required by us: or
- to provide you with the services you have requested;

- to comply with other law, including for the period demanded by our tax authorities;
- to support a claim or defence in court.
- **Compliance with the law:** our privacy policy has been compiled so as to comply with the law of every country or legal jurisdiction in which we aim to do business. If you think it fails to satisfy the law of your jurisdiction, we would like to hear from you. However, ultimately it is your choice as to whether you wish to use our services/continue to do business with us.
- **Review of this privacy policy:** we may update this privacy notice from time to time as necessary. The terms that apply to you are those posted herein. We advise you to print a copy for your records. If you have any question regarding our privacy policy, please contact us at studio@jonescreative.co.uk / dick@jonescreative.co.uk

Link: [PDF copy of this document](#)

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V1.1 29/05/2018

V1.0 09/05/2018

NB Under constant revision. Please continue to check that this privacy policy meets your protection needs

Dick Jones: J'CSL Data Protection Officer.