

## **PRIVACY POLICY**

Barclay's Print is committed to ensuring that your privacy is protected at all times. This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the policy carefully to understand our views and practices regarding your personal data and how we will treat it.

Any questions or enquiries regarding Barclay's Print and your privacy and this policy should be directed to our data privacy officer, Morris Lautman, George W Barclay Limited t/a Barclay's Print, Unit 6, Dorma Trading Park, Staffa Road, London, E10 7QX (known in this privacy Policy as "Barclay's Print").

### **Personal Information that we may collect from you**

#### **We may collect personal information which we receive when**

- you use our website
- invite us to take part in your procurement process
- you use our services
- you contact us
- you provide us with data in the process of operating our business

#### **This may include information which you provide where you**

- complete one of our website forms
- submit documentation as part of a procurement process
- begin working with or contract with us to provide services
- enter information into our website, by letter, or other method where your information is freely provided
- contact us directly in writing or by phone

#### **We may collect the following types of information**

- your name, address, email address, telephone number(s) and other contact details
- information required to provide you with a service, and details of our services that you have used
- your company's name, your position in the company; the company's address, company's email address and telephone number
- information collected through your use of our website (see **IP addresses and cookies**)
- details of any enquiry or complaint you make to us

#### **Why we collect personal information**

## **We collect your personal information in order to**

- provide you with products and services that you may request from us
- provide other customers with products and services
- ensure that content from our site is presented in the most effective manner for you and for your computer
- provide you with information, products or services that you request from us or which we feel may interest you
- to carry out our obligations arising from any contracts entered into between you and us
- to notify you about changes to our service
- to improve and develop our products and services to you
- meet legal and regulatory obligations

## **Who sees the personal information that we hold**

- We do not share personal information that we hold with third parties.
- Where customers have indicated they wish to receive information about products, services or promotions that may be of interest to them.
- Where services are provided together with a business partner and it is necessary to disclose the information in order to provide the services
- For the purposes of identity verification

**Other third parties** (including the police, law enforcement agencies, credit reference and fraud prevention agencies and other bodies) to protect the rights, property or safety of Barclay's Print, our customers, or others

- To exchange information to protect against fraud and to reduce payment risks
- In connection with the prevention and detection of crime

## **Disclosure of your information required by law**

We may disclose your personal information if we are under a duty to comply with any legal obligation, or to protect the rights, property or safety of Barclay's Print, our customers, or others.

## **Keeping personal information secure**

We will always ensure that we protect your data with the utmost security. In order to prevent unauthorised access or disclosure, we have put in place physical, electronic and managerial procedures to safeguard and secure all information and data.

## **How long we keep personal information**

Barclay's Print will only retain customers' personal information for as long as it needs to carry out a particular purpose or meet a particular obligation.

## Keeping personal information accurate

Barclay's Print will ensure that personal information is kept accurate and up to date as far as is reasonably possible. However, we rely on our customers to ensure that some of the information we hold about them is accurate. We encourage customers to inform us of any changes to their information.

## Access to personal information

You can request details of personal information Barclay's Print holds about you, by writing to Morris Lautman, Data Privacy Officer, Barclay's Print, Unit 6, Dorma Trading Park, Staffa Road, London, E10 7QX. Any access request may be subject to a fee of £25 to meet our costs in providing you with details of the information we hold about you and in order to carry out a request proof of identification is required to protect your information. We also require sufficient details to be provided in order to locate your information and an optional application form may be provided to assist us in locating the information you require.

## Marketing

A customer may allow Barclay's Print to provide them with information about products and services that Barclay's Print provides which may be of interest to them. We will only do this where a customer has agreed to receive such information.

You agree to receive marketing information;

- from Barclay's Print about our products and services by choosing to opt-in when your account is registered with us to trade.
- from Barclay's Print about its similar products and services where you provide your details in the course of purchase or negotiations for the purchase of a product or service.
- from Barclay's Print about our products and services by choosing not to opt-out on the marketing preferences selection tools provided on forms completed on our websites, in order to contact us or to access our marketing collateral and the interactive features of our site.

## Payment Processing

In order to process payments, Barclay's Print may use the information that customers provide about themselves when placing an order to provide service to that order, including for the purpose of payment processing. We do not share this information to outside parties, except to the necessary extent to provide this service, which may include our bank, or other financial services partners involved in the collection of payments on our behalf.

## Data held as a Data Processor for Data Controllers

In the operation of our business and services, from time to time, we will hold personal data supplied by our clients, for the purposes of providing services as a data processor. All rights and obligations under this privacy agreement also apply to data held on behalf of our clients. Barclay's Print is committed to deleting all such 3<sup>rd</sup> party client data at the earliest possible time after completing its service and guarantees that all such data supplied by our client as a Controller will be deleted within a maximum of 3 months, or at an earlier point contractually agreed with any individual client.

## Your rights

You have the right to ask us not to process your personal data for marketing purposes. We will inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by not selecting opt-in boxes on the site forms we use to collect your data or instructing marketing preferences upon account set up with our business.

You have the right at any point to change, update or withdraw your previously provided marketing preference consent.

In accordance with the Data Protection Act 1998 and subsequent EU General Data Protection Regulation 2018, you have the right to access any information we hold relating to you.

You can exercise this right at any time by writing to Morris Lautman, Data Privacy Officer, Barclay's Print, Unit 6, Dorma Trading Park, Staffa Road, London, E10 7QX.

## IP addresses and cookies

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system may issue cookies when you log on to our site.

## Changes to our privacy policy

Any changes we may make to our privacy policy in the future will require this document to be updated and we will publish the new policy to our website. This privacy policy was last updated 23 May 2018.

## Contact

At any time you may contact us with any privacy queries or complaints relating to the products and services provided by Barclay's Print.

To contact us

- you can call us on (+44) 020 8556 5955
- you can send an email to our Data Privacy Officer: [morris@barclaysprint.co.uk](mailto:morris@barclaysprint.co.uk)
- or you can write to:

The Data Privacy Officer  
Barclay's Print  
Unit 6, Dorma Trading Park  
Staffa Road  
London  
E10 7QX