

Deltor Communications Ltd – Privacy Policy

Our customers are at the centre of everything we do. So as well as providing great value and an excellent service, we are committed to protecting our client's privacy and personal data. This privacy statement describes why and how we collect and use personal data and provides information about individuals' rights. It applies to personal data provided to us, both by individuals themselves or through business contacts. We respect and value the privacy rights of our customers and suppliers and will only use personal data as described below.

Personal data as defined by the GDPR (General Data Protection Regulation) is any information relating to an identified or identifiable living person.

When collecting and using personal data, our policy is to be transparent about why and how we process personal data.

Our contact details

Deltor Communications Ltd

Long Acre, Saltash Parkway, Saltash, Cornwall PL12 6LZ

Contact: Mike Tippett

Email: miket@deltoruk.com

Tel: 01752 841717

Why do we collect personal data?

Data is collected with the legitimate interest of both the company and our customers and suppliers. It is essential information which is required in order for us to provide printed products and services, purchase materials and to fulfil our obligations to our clients.

How do we collect personal data?

Personal contact information may be collected within the provision of estimates and quotations, the processing of customer and purchase orders, contracts for services, sales and purchase invoicing, the establishment of delivery requirements and in obtaining customer and supplier feedback.

Additionally personal data may be present in contacts made for the promotion of products and services which may be of interest to current or potential clients.

What personal information do we collect?

We may collect some or all of the following data:

Business name

Contact name

Address

Email address

Payment information

Do we share personal information?

Personal information is not shared with any third party.

How long do we keep personal information?

We will not keep personal information for any longer than necessary. Personal data related to business activities will be kept for the duration of the business or contract relationship, after which time the record(s) will be securely deleted from our system and receipted.

How do we keep your personal information safe?

We take the security of all the data we hold very seriously. We have a framework of procedures and training in place covering data protection, confidentiality and security and review the appropriateness of the measures we have in place to keep the data we hold secure.

Personal data is safeguarded within our IT system.

Data Processing & Control

Individuals have certain rights over their personal data and we are responsible for fulfilling these rights. We will decide how and why personal data is processed, and include further information about the rights that individuals have and how to exercise them below.

Access to personal data

You have a right of access to personal data held by us. This right may be exercised by emailing us. We may charge for a request for access in accordance with applicable law. We will aim to respond to any requests for information promptly, and in any event within the legally required time limits.

Amendment of personal data

To update personal data submitted to us, please email our contact.

When practically possible, once we are informed that any personal data processed by us is no longer accurate, we will make corrections (where appropriate) based on your updated information.

Withdrawal of consent

We do not generally process personal data based on consent. Where we process personal data based on consent e.g. for promotional purposes, then individuals have a right to withdraw consent at any time, the option to “opt out” will be made available.

Other data subject rights

This privacy statement is intended to provide information about what personal data we collect and how it is used. As well as rights of access and amendment referred to above, individuals may have other rights in relation to the personal data we hold, such as a right to erasure/deletion, to restrict or object to our processing of personal data and the right to data portability.

If you wish to exercise any of these rights, please send an email to our contact.

Complaints

We hope that you won't ever need to, but if you do want to complain about our use of personal data, please send an email with the details of your complaint to our contact. We will look into and respond to any complaints we receive.

You also have the right to lodge a complaint with the Information Commissioner's Office.

Sam Shannon
Managing Director
May 2018