



Privacy Policy

ABOUT US

Creative62 ("We") are committed to protecting and respecting your privacy. For the purposes of the relevant data protection legislation, the "controller" is Creative62, Unit 14 King Street Buildings, Enderby, Leicester LE19 4NT. We can be contacted at enquiries@creative62.com or 0116 275 2831 Please speak to Mark Robinson

This Privacy Policy aims to give you information on how Creative62 collects and processes your personal data through your use of this website, including any data you may provide through this website when by signing up to our newsletter.

Please note that this document should also be read in conjunction with our Terms & Conditions, Data Protection Policy, HR Data Protection Policy and Recruitment Privacy Policy which can be found on our website at www.creative62.com. If you have any questions on this Privacy Policy or on any other of our listed legal documents, please get in touch.

TYPES OF PERSONAL DATA WE COLLECT

We may collect, use, store and transfer different kinds of personal data about you, as follows:

- Your point of contact(s), company name, address and contact details.
- We do not collect any special data.

The minimum information that we need from you so that you can place an order/subscribe to our services or allow us to place an order with you is your name, place of work and an address, contact telephone number and email addresses for yourself and any involved department staff, for example; accounts. It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

WHEN DO WE COLLECT INFORMATION

You may give us your corporate contact details by corresponding with us by post, phone, email or in person. We do not collect your personal data. The one reason we will ask for your person data will be if you require us to delivery to your home address. In this instance, the data is deleted after making the delivery instruction. The data will also be deleted by the supplier following the delivery.

Our website does use Cookies but this is only for functionality and google analytics. You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly. For more information about the cookies we use, please see our policy on our website at www.creative62.com.

We may receive corporate data about you from various third parties (and public sources) as set out below:

- Printed media, online social media networks, networking, your own website and calls to your office and event publications or stand materials.

WHY DO WE COLLECT INFORMATION?

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances, and on the following lawful bases:

- Where we need to perform the contract, we are about to enter into or have entered into with you, we will need to process points of contact(s), company, address and contact details
- Where we need to comply with a legal or regulatory obligation.
- We also use your personal data in the following ways:
- Ongoing communications via our marketing activities and correspondence

WHEN WILL WE SHARE YOUR PERSONAL DATA?

We shall not share your personal data with any third parties for marketing purposes without your express consent. We shall however, share your personal data with third parties for the following reasons:

- Transferred to our book keeper and accountant for invoice processing and accounts purposes.
- Transferred into Xero our book keeping cloud software that is securely hosted in New Zealand.

We reserve the right to disclose or share your personal data in order to comply with any legal requirements, enforce our terms and conditions, or any other agreement we enter into with you, or to protect the rights, property, or safety of our business and other customers. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

WHERE WILL WE STORE YOUR PERSONAL DATA?

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to

your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality. We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

HOW LONG WILL WE KEEP HOLD OF YOUR PERSONAL DATA

How long we store your personal information depends upon the type of information we are holding and the purpose for which we need it. In accordance with our Data Retention Policy from time to time, which is available on request.

We shall keep your data for the period of time you hold an account with us, to enable us to contact you, keep a record of your past orders and supply you with any new orders. We shall not keep your personal information for any longer than necessary to fulfil our obligations to you or to meet our legitimate business interests or legal requirements. In the event our commercial relation comes to an end we will delete any personal data but will retain company and project information.

Where you have given us your permission to contact you for marketing purposes, we shall contact you on a semi regular basis from the date on which you originally gave your permission. You have the right to opt out or register on the CTPR Register at any time.

YOUR RIGHTS

Under certain circumstances, you have the following rights:

- to request that we provide you with a copy of the information we hold about you ("Access Request");
- to request that we rectify any information we hold about you ("Right to Rectification");
- to request that we erase any information we hold about you ("Right to be Forgotten");
- to restrict the level of processing we carry out with your information ("Restriction of Processing");
- to obtain from us all personal data we hold about you in a structured, machine readable form, and have this information transmitted to another organisation ("Data Portability");
- to object to our processing your information in certain ways ("Right to Object"); and
- to withdraw your consent at any time to our processing of your data.

We shall comply with any request made under this section as soon as possible, and normally within one month from the date of your request. However, if necessary, for example if your request is particularly complex or we receive a number of similar requests, we may extend this period by an additional two months, but we shall notify you if we need to do this.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). Please note that where we receive requests under this section which are manifestly unfounded or excessive, for example because they are repetitive in nature, we may charge a reasonable fee taking into account the administrative costs of providing the information or taking the action requested or refuse to act on the request.

You can find out more about or exercise any of the above rights by emailing us at mark@creative62.com You also have the right to lodge a complaint with the Information Commissioners Office if you are unhappy in any way with how we treat your personal information.

THIRD PARTY WEBSITES

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.