

CALLUNA GRAPHIX PRIVACY POLICY

OUR CONTACT DETAILS

Name: Calluna Graphix

Address: 14 Pool Meadow Close, Bomere Heath SY4 3NY

Phone Number: 01743 627400

E-mail: info@callunagraphix.co.uk

Date: 08.01.2021

THE TYPE OF PERSONAL INFORMATION WE COLLECT

We currently collect and process the following information:

Exhibition Clients

- Personal contact details from contacts in companies such as Name, Email, Phone number, stand number, position in company.
- Company addresses

Upcycling Clients

- Website usage
- Personal contact details such as Name, Email, Phone number, billing address, delivery address
- Purchases made

HOW WE GET THE PERSONAL INFORMATION AND WHY WE HAVE IT

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- You provide data directly to us either through the website or via telephone so we can contact you while providing services / so we can send or deliver services to you / so we can keep you up to date with events
- Information is collected via show websites to get company details, so that services may be offered to companies attending shows that Calluna Graphix are already going to

We also receive personal information indirectly, from the following sources in the following scenarios:

- Creative Event Spaces / other event organisers may have provided your details as a nominated point of contact, for when Calluna Graphix is the approved graphics contractor for a show.

We use the information that you have given us in order to Deliver services to you, maintain a list of customers, keep you up to date with events, and for product delivery.

We may share this information with the following:

Date: 08.01.2021

Wix (website host) for upcycling customers

Hubspot (CRM System)

FreeAgent (Accounting software)

Microsoft Drive (Backup)

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting Heather Crowe at info@callunagraphix.co.uk

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We need it to perform a public task.

(e) We have a legitimate interest.

HOW WE STORE YOUR PERSONAL INFORMATION

Your information is securely stored on a laptop, backup drive, Wix (website host) for upcycling customers, Hubspot (CRM System), FreeAgent (Accounting software), Microsoft Drive (Backup)

We keep personal information for 5 years, emails for 2 years, financial records for 5 yers, H&S records 40yrs. We will then dispose your information by destroying it using secure processes such as a cross cut shredder or using software deletion applications.

YOUR DATA PROTECTION RIGHTS

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@callunagraphix.co.uk if you wish to make a request.

HOW TO COMPLAIN

If you have any concerns about our use of your personal information, you can make a complaint to us at info@callunagraphix.co.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>