

PRIVACY POLICY

UPDATED JAN 2023

CreativeCo Ltd care about the privacy of your personal information and is committed to protecting it. This Privacy Policy explains what information we collect about you and why, what we do with that information, and how we handle that information.

We value your privacy, as much as our own, so we are committed to keeping your personal and business information safe. We will never use your personal information for any reason other than that which you gave it and will never share this information with any other parties, without asking for your permission first or, unless forced to by law.

DETAILS OF THE DATA PROTECTION OFFICER

Controller for the purposes of the General Data Protection Regulation (GDPR), other data protection laws applicable in member states of the European Union and other provisions related to data protection is:

Ginette East
CreativeCo Limited
95 Victoria Road, South Ascot, Berkshire SL5 9DR

THE INFORMATION WE COLLECT

CreativeCo Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this Privacy Policy.

If you contact us via our website, we ask for contact information including your name, email address and phone number so that we can reply to your enquiry. Any additional information you supply is used to understand your needs and provide you with a better service.

Our website doesn't use cookies or scripts that were designed to track the websites you visit. We don't use analytics or native social media 'like' or 'sharing' buttons which also build profiles of your internet activity.

We ask for your contact information when you place an order for design and/or other service offered by CreativeCo Ltd.

SECURITY, STORAGE AND SHARING

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

We will never share your personally identifiable information with any third party without asking for your permission first. We do not sell, trade or otherwise transfer personal information to outside parties (except to the third parties with whom we have contracted to provide services to us, but we will always seek your permission before sharing your information).

Unless a longer retention period is required or permitted by law, we will only hold your personal information on our systems for the period necessary to fulfil the purpose of the project or until you request that the information be deleted in accordance with your right of erasure.

If we delete your personal information, we reserve the right to maintain a copy for legal, tax or regulatory purposes, but in such event, we will do so only as long as necessary to fulfil those legal, tax or regulatory purposes.

YOUR RIGHTS AS A DATA SUBJECT

Each data subject shall have the right granted by the legislator to obtain from the us the confirmation as to whether or not personal data concerning him or her are being processed. If a data subject wishes to avail themselves of this right of confirmation, he or she may, at any time, contact our data protection officer.

Your rights include, but are not limited to:

- a right of access to a copy of the information comprised in your personal data;
- a right to request the complete erasure of your personal data from our systems;
- the routine erasure of your personal data in accordance with legal requirements;
- a right to object to processing that is likely to cause or is causing damage or distress;
- a right to prevent processing for direct marketing;
- a right to object to decisions being taken by automated means;
- a right in certain circumstances to have inaccurate personal data rectified, blocked, erased or destroyed; and
- a right to claim compensation for damages caused by a breach of the Act.

You may request details of personal information which we hold about you under the Data Protection Act 1998. No fee will be payable.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible and we will promptly correct any information found to be incorrect.

CHANGES TO THIS PRIVACY POLICY

CreativeCo Ltd has the discretion to update this Privacy Policy at any time. When we do, we will revise the updated date at the top of this page. We encourage you to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this Privacy Policy periodically and become aware of modifications.

COMPLAINT PROCEDURE

CreativeCo Ltd take complaints very seriously. If you are not happy with the way we have handled your personal information, you have the right to bring a complaint. In the first instance please contact Ginette East by email at info@creativeco.net or by phone on 01344 620906.

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