



Privacy Policy

Key Details

Our privacy policy describes how Footprint Printers & Finishers protects and makes use of the information (Personal Data) you give the Company when you use our website, or when making an enquiry by email, telephone or in person.

If you are asked to provide information when using this website, it will only be used in the way described in this privacy policy.

This policy is updated from time to time. The latest version is always published on our website and viewable in pdf form from a link at the foot of each page of the website. If you have any questions about this policy please email or call us via the address or number shown on the contact page of the website (which is kept up to date).

Introduction

We gather and use certain information about individuals (Personal Data) in order to provide products and services to you and to enable certain functions on this website. We also collect information (via Google Analytics) to better understand how visitors use our website and where we could improve it.

What Data we gather

- Name and job title
- Contact information (name, invoice address, delivery address, telephone numbers and email address) so we may send you relevant information, process and deliver your order
- Website usage data
- Other information relevant to client enquiries

This data can be viewed by authorised people within Footprint Printers & Finishers in order to allow us to:

- Respond to any enquiry you send to us
- Send further information to users who request it
- Process a job through production to delivery
- Improve our website by monitoring how you use it
- Gather feedback to improve our services

Unit 8 Apex Business Park • Diplocks Way • Hailsham • East Sussex • BN27 3JU

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E: info@footprint.uk.net

www.footprint.uk.net

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How we use this data

Collecting this data helps us understand what you are looking for from the company, enabling us to deliver improved products and services.

Specifically, we may use data:

- For our own internal records.
- For billing and account record keeping.
- To improve the products and services we provide.
- To contact you in response to a specific enquiry.
- To improve the website.
- To send you information about any new products or services we think might be relevant to you.
- We may from time to time carry out credit and fraud prevention checks with one or more licensed credit reference and fraud prevention agencies.
- Where external delivery methods are required (such as Royal Mail or an overnight carrier) your delivery address details will be used, but no other unnecessary data will be supplied to them.

The Internet and Cookies

What is a cookie?

A cookie is a small file placed on your computer's hard drive. It enables our website to identify your computer as you view different pages on our website.

Cookies allow websites and applications to store your preferences in order to present content, options or functions that are specific to you. They also enable us to see information like how many people use the website and what pages they tend to visit.

How we use cookies

We may use cookies to:

- Analyse our web traffic using an analytics package (Google Analytics). Aggregated usage data helps us improve the website structure, design, content and functions.
- To recognise when you return to our website. We may show you relevant content, or provide functionality you used previously.
- Cookies do not provide us with access to your computer or any information about you, other than that which you choose to share with us.

Controlling cookies

You can use your web browser's cookie settings to determine how our website uses cookies. If you do not want our website to store cookies on your computer or device, you should set your web browser to refuse cookies.

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However, please note that doing this may affect how our website functions. Some pages and services may become unavailable to you.

Unless you have changed your browser to refuse cookies, our website will issue cookies when you visit it.

Controlling information about you

When you contact us, fill in a form or provide your details on our website, you will be asked or will see one or more tick boxes allowing you to:

- Opt-in to receive marketing communications from us by email, telephone or post.

If you have agreed that we can use your information for marketing purposes, you can change your mind easily, via one of these methods:

- Send an email
- Write to us at the details on our website contact page

Data Storage & Security

We will always hold your information securely.

To prevent unauthorised disclosure or access to your information, we have physical and electronic security safeguards.

Where required for a direct mail campaign, our Third-Party Data Processors have been chosen carefully, they only process data supplied for the sole purpose of an instructed production job and data is securely deleted once the job is complete.

Our Third Party Data Processors are not permitted to use supplied data for their own purposes.

How long your information is kept

We will retain your Personal Data for so long as we reasonably require the processing of it. For our accounts record keeping this is usually seven years.

Artwork supplied is usually only kept for 2 years from the last printing, unless you ask us to keep it for longer.

Keeping Data Secure

Sending information over the internet is generally not completely secure, and we can't guarantee the security of your data while it's in transit.

Any data you send is at your own risk and should be sent as an encrypted, password protected file.

We have procedures and security features in place to keep your data secure once we receive it.

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Disclosing your information

Footprint Printers & Finishers does not share your data with third parties, with the exception of our associated companies and only on occasions where it is necessary for us to successfully complete a contract or where we are legally obliged to do so.

Your Rights

You can find out what information we hold about you and ask us not to use any of the information we collect by simply contacting us (details can be found on the contact page of our website).

If you've signed up for email alerts or newsletters (for example), you can unsubscribe at any time by contacting us.

You also have the right to make a complaint to the Data Protection Authority if you are unhappy about how we have dealt with your Personal Data.

Changes to our Privacy Policy

Our Privacy Policy may change from time to time in line with legislation or industry developments. We will not explicitly inform our clients or website users of these changes, but the up to date policy will be available on our website at all times.

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