



## **PRIVACY NOTICE**

UP DESIGN & PRINT LIMITED is a creative design agency specialising in branding, graphic design, printing, website design and photography for businesses across Chester and Wrexham.

We are committed to protecting and respecting your privacy, and this privacy notice explains how we use any personal information we collect about you when you use this website.

For the purpose of the Data Protection Act 1998 (the Act) and subsequently the General Data Protection Regulations (GDPR) from 25 May 2017, the data controller is UP Design & Print Limited (06015503), St Andrews House Yale Business Village, Ellice Way, Wrexham, LL13 7YL

Topics:

- What information do we collect about you?
- How will we use the information about you?
- Where personal data is stored about you?
- Keeping personal data secure and disclosing your information
- Access to your information and correction
- Cookies
- Other websites
- Changes to our privacy notice
- How to contact us

### **What information do we collect about you?**

We collect information about you when you make an enquiry with us via our contact us form about our services. Website usage information is collected using cookies.



## **How will we use the information about you?**

We collect information about you to handle your enquiry and will only be used to contact you about the message you left us.

UP Design & Print Limited will not share your information for marketing purposes with other companies or 3<sup>rd</sup> parties.

## **Where personal data is stored about you?**

We store personal data in digital format on secure cloud servers and systems hosted in the European Economic Area (EEA) and the United States. Access to personal data is highly restricted internally for approved business purposes only.

Any personal data collected in paper form (e.g. call back request, general enquiry, etc.) are securely filed at our office location in the UK.

Personal data is retained for a maximum period of 3 years unless required for specific legal or regulatory purposes.

## **Keeping personal data secure and disclosing your information**

Transmitting information over the internet is generally not completely secure. We have procedures and security in place to keep personal data secure once it is in our systems.

We won't share personal information with any 3<sup>rd</sup> party organisation for market research, marketing, or commercial purposes without specific consent from you.

However, we may share information (including personal information) if we have a legal obligation to do so, or if we have to enforce or apply our terms of use and other agreements. This may include submitting information to government departments for legal reasons.



## **Access to your information and correction**

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all your personal information, please email or write to us at the following address:

studio@up-creative.co.uk or;

Data Protection Officer  
Up Creative, C/O PHD Design  
14, Wilkinson Business Park  
Clywedog Road South  
Wrexham  
LL13 9AE

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

If you still feel that your personal data has not been handled appropriately according to the law, you can contact the Information Commissioner's Office in the UK here: <https://ico.org.uk/concerns/> and file a complaint with them.

## **Cookies**

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

For further information visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.



## **Other websites**

Our website contains links to other websites. This privacy notice does not cover the links within this site linking to other websites. We encourage you to read to read the privacy statements on the other websites you visit.

## **Changes to our privacy notice**

We keep our privacy notice under regular review and we will place any updates on this web page. This privacy notice was last updated on 24th May 2018.

## **How to contact us**

Please contact us if you have any questions about our privacy notice or information we hold about you can [email us](#) or write to:

Data Protection Officer  
Up Creative, C/O PHD Design  
14, Wilkinson Business Park  
Clywedog Road South  
Wrexham  
LL13 9AE