



Connect Media
74 Crabtree Lane
Lancing
West Sussex
BN15 9PJ

hello@connectmedia.uk
0330 118 0068
connectmedia.uk

*Vat Reg No. 391 2235 09
Company Reg No. 07450316*

31st October 2024

Privacy Policy

Our contact details

Phone Number: 0330 118 0068

E-mail: privacy@connectmedia.uk

The type of personal information we collect

We currently collect and process the following information:

- Point of Contact Name
- Company Name
- Phone number
- Email address
- Shipping address
- Billing address
- Marketing preferences
- Website user information (including user journey and cookie tracking).

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:

- Provide services and goods including delivery.
- For the operation of customer accounts and guarantees.

What we do with the information

When you make an initial enquiry, company and personnel details are assigned to an account which will be used to generate quotes, orders and invoice. With each enquiry, the nature of your enquiry is stored in our system, to then be referenced by the staff member best placed to handle your enquiry.

This record may be updated if you have further questions or place a further order. All of this is done with your consent.

In order to fulfil your order and supply goods and services to you, we may share this information with:

Privacy Policy cont.

- Our delivery partners, in order to supply goods and merchandise to you.
- Strategic Supply Print Partners
- Trusted Subcontractor Installers
- Our software for handling and managing orders is provided and supported by Xero.

All of these suppliers are contracted to only use your data as we instruct and will never use it for their own purposes. We will never sell or share your data without your explicit consent, unless there is an overriding legal reason for us to do so.

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

- (a) *Contract*
- (b) *Legitimate interest*

How we store your personal information

Your information is securely stored and we will take all reasonable, technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

Personal information that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.

We will retain documents (including electronic documents) containing personal data:

- (a) *To the extent that we are required to do so by law.*
- (b) *If we believe that the documents may be relevant to any ongoing or prospective legal proceedings; and*
- (c) *In order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk).*

Your data protection rights

Under data protection law, you have rights including:

- Your right to be informed – You have the right to be informed about how your data is being used, including the purposes of processing, retention periods, and who the data is shared with (as laid out in this policy).
- 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 right to object to the processing of your personal, information in certain circumstances.

Privacy Policy cont.

- 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 calendar month to respond to you.

To make a request please contact us at:

Email: privacy@connectmedia.uk

Address: Connect Media, 74 Crabtree Lane, Lancing, West Sussex, BN15 9PJ

Phone: 0330 118 0068

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at: privacy@connectmedia.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

0303 123 1113

ICO website: www.ico.org.uk



ICO Registration Reference Number : ZB885346

Document Review and Revision

We may update our privacy policy from time to time to reflect changes in our business practices, legal requirements, or to ensure clarity and transparency regarding how we collect, use, and share your data.

If we make material changes to our privacy policy, we will notify you via a notice on our website prior to the changes becoming effective.

You are advised to review this Privacy Policy periodically for any changes.

Signed:

Lee Jones | Director

This policy is issued on a version controlled basis

Last updated: 31/10/2024

Version: 1.1