



**seacourt**  
Planet Positive Printing®

Seacourt Limited • Pony Road • Horspath Road Industrial Estate • Cowley • Oxford • OX4 2SE  
Registered in England & Wales No.872907

## **PRIVACY POLICY**

At Seacourt Limited we are fully committed to protecting your privacy and data security. Please read this Privacy Policy carefully so that you are aware of the steps we take to protect your privacy, what information we collect, how we use it now or may use it in the future and what your rights are.

### **CONTROLLERS OF INFORMATION**

Any personal information provided or gathered by our website is controlled by Seacourt Limited, Pony Road, Horspath Road Industrial Estate, Cowley, Oxford, OX4 2SE. The Data Protection Officer is:

Nick Dinnage Tel: +44 01865 770140

Email: [dpo@seacourt.net](mailto:dpo@seacourt.net)

We aim to process information about you fairly and in a transparent manner and the aim of this document is to provide you with sufficient information for you to be able to understand what we are doing with your data. If you are unsure how we are handling information about you or you think we could improve our privacy information please contact the DPO above.

### **COOKIES**

We do not use cookies at present other than Google analytics.

### **LINKS TO OTHER WEBSITES**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

### **THIRD PARTIES**

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

### **DATA RETENTION AND LAWFUL BASIS FOR PROCESSING**

Existing and lapsed customers: The information we hold may comprise your name, job title, company name, company address, business sector, contact details, marketing channel preferences and status with us. If we send out a questionnaire relating to your experience of our services and products, responses will be recorded, for the purpose of improving our services and products. Transactional data will be held within our accounts system, with Contract as the lawful basis for processing. Financial/Transactional data is held for 7 years. Artwork is also held for a default period of 7 years unless otherwise requested.

- **ENQUIRIES:** If you make an enquiry with us or ask for a price we will give you the opportunity to opt-in to receive marketing. If you do not respond we will not contact you unless requested to do so. However we may include you in a postal mailing at a later date as a potential customer, if we believe you may have a legitimate interest in our products and services.
- **POTENTIAL CUSTOMERS:** We may market to potential customers via post inviting them to opt in to receive further marketing from us. This will be infrequent and only directed to business addresses. Sources for this data may be internet searches, newspaper articles or published business directories. We may follow up these campaigns with a phone call (if you are not listed on the Telephone Preference Service) in order to gather feedback and if we believe there is a genuine and legitimate business interest.
- **OPTED-IN MARKETING:** This is carried out in order to keep recipients informed of our products and services and to help us improve. The lawful basis for processing this data is Opt-in. We may occasionally send promotional emails, or make phone calls about new products, special offers or other information, but only if recipients have opted in for each channel in advance. Marketing data gathered in this way may be held indefinitely if recipients do not unsubscribe or request its withdrawal, or until such time as the company ceases trading at which point all data will be securely destroyed.
- **INTERNAL RECORD KEEPING:** We will keep a reference list of those who do not wish to be contacted or those who have opted out of marketing. This will be held securely and only accessed for reference purposes by our sales and marketing team.

## **LAWFUL BASIS FOR PROCESSING YOUR DATA**

We undertake the activities above for the reasons below:

- In the pursuit of our legitimate interests as a commercial organisation including the marketing and promotion of our brand, products, and services.
- To fulfil any contractual obligations we may have when you make purchases from us.
- Based on your consent.

## **WHAT WE DO WITH THE INFORMATION THAT WE COLLECT?**

We will never use your information in a way incompatible with this privacy notice. This will include amongst others that:

- We will not put any information about you on general release nor will we sell such information;
- We will not transfer personal data outside of the European Economic Area.

## **DATA PROCESSING**

If we are processing data on behalf of a customer a separate contract will apply.

## **SECURITY BREACH**

If as data processors we become aware of a breach of security we will inform the data controllers immediately. As data controllers we will inform the ICO within 72 hours.

## **YOUR RIGHTS**

You have the right to request at reasonable intervals, access to the personal information we have collected about you. Please refer any access request to [dpo@seacourt.net](mailto:dpo@seacourt.net)

When requesting access to your personal data provide as much detail as possible about what personal data you would like access to and include in the subject line that it regards an access request. For complying with your access request, we may ask you to provide us with evidence of your identity plus some additional information. We also reserve the right to charge for the cost of providing the information if it is deemed excessive.

If you so choose you may request us to rectify, erase or block the processing of your personal data if that personal data is no longer accurate, up-to-date or when the further processing of that personal data would be in violation of applicable data protection legislation.

You have a right to receive any personal data that you have provided to us in order to transfer it onto another data controller where the processing is based on consent and is carried out by automated means called a data portability request.

You have the right to object to our processing of your personal data where the basis of the processing is our legitimate interests including but not limited to direct marketing and profiling.

You have a right to information about how we are processing information about you and we have an obligation to process only a minimum of data for specific, explicit and legitimate purposes in a fair, lawful and transparent manner.

You may update your marketing preferences by contacting us by phone or e-mail.

You may request data held about you to be amended or deleted at any time but if you are a customer it may affect the service we can provide.

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, at the above address. We will promptly correct any information found to be incorrect.

This privacy notice fulfils our obligations to provide you with information but you should contact us directly if you have any questions or concerns.

## **COMPLAINTS PROCEDURE**

You have a right to lodge a complaint about any aspect of how we are handling your data with the Information Commissioner's Office in the UK who can be contacted here: <https://ico.org.uk/concerns/>  
Our registration number is Z658432X.

## **CHANGES TO THIS NOTICE**

We might periodically change this privacy notice. If we decide to change our privacy notice, we will post those changes on this page. We therefore recommend you re-visit this page periodically to check for changes.