

Caxton Communications Ltd Privacy Notice

Our contact details

Name: Zoë Howard

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E-mail: zoehoward@caxtoncomms.co.uk

What type of information we have

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)

How we get the 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:

- for providing you with a quotation;
- for providing you with services you have requested;
- for sending you our newsletter; and/or
- if you have subscribed to our blog.

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

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting Zoë Howard: zoehoward@caxtoncomms.co.uk

(b) We have a contractual obligation.

(c) We have a legitimate interest.

What we do with the information we have

We use the information that you have given us in order to:

- communicate with you about work you have requested from us;
- charge you for work we have done; and/or
- let you know about special offers and news.

We do not share this information with any third parties however information such as your company name and payment details may be stored by our payment processor, accounting system or bank.

How we store your information

Your information is securely stored as follows:

- in an online database that is accessed via password;
- in our online accounting system which is accessed via password;
- in an electronic filing system which is accessed via password;
- on our email server which is accessed by password; and/or
- occasionally on paper if we have needed to print off any documents in order to carry out work for you.

We keep your personal and company information for five years following the ending of our professional relationship. We will then dispose of your information by:

- shredding and recycling any paperwork; and/or
- deleting your data from our systems (see above).

Your data protection rights

Under data protection law, you have rights including:

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 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 information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the 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 month to respond to you.

Please contact us if you wish to make a request.

How to complain

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
SK9 5AF
Helpline number: 0303 123 1113