

# Ascent Printed Media Limited customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

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## Contact details

Post

1 West Terrace, EXETER, EX1 2TF, GB

Telephone

07530 827977

Email

paul@ascentprintedmedia.co.uk

## What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery**:

- Names and contact details

- Addresses

## Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website. ([Your data protection rights | ICO](#))

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

**Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. You can read more about this on the ICO’s website.

**Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. You can read more about this on the ICO’s website.

**Your right to erasure** - You have the right to ask us to delete your personal information. You can read more about this on the ICO’s website.

**Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. You can read more about this on the ICO’s website.

**Your right to object to processing** - You have the right to object to the processing of your personal data. You can read more about this ICO’s website.

**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. You can read more about this ICO’s website.

**Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. You can read more about this ICO’s website.

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Where we get personal information from

- Directly from you

How long we keep information

We will hold your personal information on our systems only for as long as is necessary for the relevant service to be delivered and will be removed after a period of inactivity. Details of the categories of information we hold about different categories of data subjects and the retention periods that apply to it may be found in our Data Processing Register and Data Retention and Destruction Policy.

Who we share information with

Data processors

### **Third Party Printers**

This data processor does the following activities for us: Carries out the work we request of them to fulfill your order. They also mail the order to the address provided by you.

Sharing information outside the UK

Where necessary, we may transfer personal information outside of the UK. When doing so, we comply with the UK GDPR, making sure appropriate safeguards are in place.

### **How the transfer complies with UK data protection law:**

The transfer may be required to carry out our obligations under our contract with you. These obligations are for the core purpose of our contract with you.

## **How to complain**

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

## **Last updated**

16 August 2024