

Crystal Business Print Ltd

PRIVACY NOTICE A – MAILING LISTS AND CUSTOMER DATA

We are Crystal Business Print Ltd. We collect and/or process three types of data: mailing lists, customer data, and staff data. Staff data is covered in a separate document (MAILING PRIVACY NOTICE B).

MAILING LISTS

We don't create or control mailing lists, but we do process them on behalf of our clients. We do this in order to produce personalised printed mailings, which our customers use to promote their brands, products and services to their customers, or to provide important information to their members or other interested parties.

If you entrust us with your mailing list, we will:

- Process it only in accordance with your instructions;
- Keep it safe;
- Securely delete it within a maximum of 90 days after your mailing is completed, or earlier if you ask us to;
- Inform you straight away in the unlikely event that we become aware of a security breach.

We will not:

- Share your mailing list with anybody else;
- Store your data or send it for processing outside the EU.

Further details can be found in our Data Security and Data Processing Policy document, which is available on request.

CUSTOMER DATA

When our customers contact us by telephone or email, or through the contact form on our website, we will store their email addresses and/or telephone numbers so that we can contact them to discuss the services that we provide for them. We will attempt to keep this contact information as accurate as possible, and we will be happy to delete or correct the contact details of any customer upon receiving their written request.

We will also store information that our customers send to us regarding the work that we do for them. This may include purchase orders, artwork, job instructions etc. This information will be retained as long as is required for the following purposes:

- To help us to complete a job in line with our customer's requirements;
- For reference if the job is repeated
- For invoicing purposes

We will not retain this information any longer than is necessary.