

## Privacy Policy

### Promail Limited

Promail Limited care about your privacy and as such we are fully committed to protecting our customers and prospective client's privacy and take this responsibility regarding the security of that information seriously. In this we are ensuring that any processing of your data is secure and only used for the stated purpose and handled in accordance with the EU General Data Protection Regulation.

### Who we are

Promail Ltd  
Units 12 & 13 Network 43, Buckingham Court, Buckingham Road, Brackley, NN13 7EU  
UK Telephone: +44 (0) 1280 709590 - Fax: +44 (0) 1280 706200  
Registered in England: 3320047 - VAT Registration: 705536837

Promail Ltd established in 1996 provides a wide range of finishing equipment for Mailing / Fulfilment Houses, Printers, Local Authority's and Blue Chip Clients.

Promail Ltd collects personal data that you provide to us on an individual basis, or that we collect from the Promail website. We act as a data processor on behalf of our customers to fulfil our contractual obligations.

You might find external links to third party websites on our Platforms and those websites may have their own privacy notices which are different to this Privacy Notice. Our Privacy Notice does not apply to your use of a third party site and you should therefore make sure that you are comfortable with their privacy notices prior to using those sites.

### Use of personal information

We process personal information collected via this website for the purposes of:

- Providing and personalising our services
- Dealing with your enquiries, requests and orders
- Providing you with information about our machinery and services

When contacting you for the above purposes we may do so by post, email or telephone. You may opt-out from receiving promotional information about Promail Ltd at any time by emailing [sales@promail.co.uk](mailto:sales@promail.co.uk).

## Information collected

We only collect personal information that is relevant for our stated purposes. Information about you, such as your name, your business telephone number, email and postal address, that is in the public domain (for example, on a website or public register). If you contact us, we may keep a record of that correspondence.

We collect information from visitors to this website through the use of online forms, email hyperlinks and every time we are emailed through the website. We collect additional information automatically about your visit to our website.

## Legal basis to process your personal data

The GDPR allows personal data to be legally collected and used if it is necessary for a legitimate interest of the organisation, provided it is fair and balanced and does not unduly impact the rights of individuals.

## Passing your information

Your personal data will never be passed on to any other party outside of Promail Limited, other than contracted parties acting directly upon our instructions, and in compliance with the GDPR.

### Cookies and site tracking

The Promail website uses cookies to enable us to improve our service to you.

Cookies are small text files that are transferred to your computer's hard drive through your web browser to enable us to recognise your browser and help us to track visitors to our site; this enabling us to understand better the products and services that will be most suitable to you.

A cookie contains your contact information to allow us to identify your computer when you travel around our site for the purpose of helping you accomplish your requirements. Most Web browsers automatically accept cookies, but, if you wish, you can change these browser settings by accepting, rejecting and deleting cookies. The "help" portion of the toolbar on most browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie, or how to disable cookies altogether. If you choose to change these settings, you may find that certain functions and features will not work as intended. The cookies we use do not detect any information stored on your computers.

We use tracking software to monitor customer traffic patterns and site usage to help us develop the design and layout of the websites. This software does not enable us to capture any personal information.

## Data retention

As a Data Controller, we will only retain your personal data for as long as it is associated with a business in our database in relation to our services. Thereafter, we will anonymise your data by removing any identifiable information or erase it. Promail will verify our data periodically.

## Your rights

- You have the right to see a copy of the personal information we hold about you. To do so, please make a request in writing to: Promail Limited, Units 12 & 13 Network 43, Buckingham Court, Buckingham Road, Brackley, NN13 7EU
- You may request us to rectify or block the process of your personal data if that personal data is no longer accurate.
- You have the right to be forgotten. At your request we will anonymise or erase your personal information, retaining sufficient information only for suppression purposes.

Should you wish to raise a complaint with the Information Commissioner's Office in the UK regarding our handling of your personal data, they can be contacted at <https://ico.org.uk/concerns/>.

## Changes to Privacy Policy

This privacy policy was last reviewed in June 2018 and is subject to change from time to time, any changes to the statement will be communicated to you by way of an e-mail or a notice on our website.