

Our Privacy Policy.

1. We will only keep your email address, postal address, contact name, position in company and telephone numbers within our CRM. This crm also contains our internal notes, tasks and links to items such as invoices and design files.
2. We will keep details of quotations, invoices, statements and designs we have done for you. These are in a digital file within our proprietary software systems. We do not keep physical records of anything.
3. We will not share your data with others – no matter what. We will NEVER sell your data.
4. If you ask us to remove your details – we will and we will make it easy for you to remove yourself on every correspondence. There are a few items we are required by law to keep such as any invoices for work we have done on your behalf. Those we must keep.
5. We will not share information in any format regarding work we are doing on your behalf unless your specific permission has been obtained.
6. If you want to receive less from us or more specific types of information we will do our very best to accommodate your request. If we can't meet your request, if you prefer we will delete you completely from our list.
7. We will always be polite and courteous when contacting you. We know your time is precious and we will not waste it.
8. Only the persons who need to have access to your data within our organisation will have that access. Should their role change or they leave our company they will not have access to your data. If you prefer for an individual not to work with you or have access to your details we will assign you to another member of staff and the person you've asked for no access will no longer have access. There are occasional exceptions such as accounts personnel. If this is the case we will tell you.
9. We have cloud based security and storage to minimise the risk of cybercrime. All devices used within the organisation are password protected.
10. We work hard to keep our clients happy and their business information safe.
11. We never make telephone sales calls to individuals. We only call companies and community groups who's telephone details are in the public domain
12. We maintain a do not call list
13. We maintain a do not contact list.
14. We only want to work with clients who want to work with us we strive to strike a balance between letting potential clients know we are there, supporting them with issues they may be facing and making an unwelcomed contact. The broad range of what we do means that every business will at some point buy at least one of the products we produce from somewhere, so for us no contact is a waste of time. Our hearts desire is that you are completely happy with us whatever the relationship with ourselves.
15. If you are unhappy with any aspect of our service including privacy you can make a complaint in writing to our Operations Manager, Creative Studio, Lulworth House, High Street, Cheadle, ST10 1AR where we aim to investigate and make a formal reply to you with 30 days. Please provide your address to receive the reply.