

## FRANCOTYP-POSTALIA LIMITED PRIVACY POLICY

This page (together with our terms of website use ([Terms of Use](#)) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

In these terms "the site" means [www.fpmailing.co.uk](http://www.fpmailing.co.uk) and/or [www.fpmymail.co.uk](http://www.fpmymail.co.uk). Please read the below carefully before you start to use the site. By using our site, you indicate that you accept the below. If you do not agree to the below, please refrain from using our site.

### INFORMATION ABOUT US

[www.fpmailing.co.uk](http://www.fpmailing.co.uk) and/or [www.fpmymail.co.uk](http://www.fpmymail.co.uk) are websites operated by Francotyp-Postalia Limited ("we", "us" or "our"). We are a limited company registered in England and Wales under company number 2445645 and have our registered office and main trading address at 74, Questor, Powdermill Lane, Dartford, Kent DA1 1EF. Our VAT number is 566261823. Our telephone number is 01322 405 000. Our email address is [enquiries@fpmailing.co.uk](mailto:enquiries@fpmailing.co.uk).

For the purpose of the Data Protection Act 1998 ("the Act"), we are the data controller.

### INFORMATION WE MAY COLLECT FROM YOU

We may collect and process the following data about you:

- Information that you provide to us, including by filling in forms on our site or otherwise through our site. This includes information provided at the time of registering to use our site, subscribing to our service, posting material, requesting information, ordering products and/or services. We may also ask you for information, for example, when you enter a competition or promotion sponsored by us and when you report a problem with our site.
- If you contact us, we may keep a record of that correspondence.
- We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.
- Details of transactions you carry out through our site and of the fulfilment of your orders.
- Details of your visits to our site including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or otherwise and the resources that you access.

### IP ADDRESSES AND COOKIES

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our site and to deliver a better and more personalised service. They enable us:

- To estimate our audience size and usage pattern.

- To store information about your preferences, and so allow us to customise our site according to your individual interests.
- To speed up your searches.
- To recognise you when you return to our site.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our site.

#### **WHERE WE STORE YOUR PERSONAL DATA**

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us, one of our group companies or for one of our suppliers. Such staff may be engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted. Where we have given you (or where you have chosen) a pin number which enables you to access certain parts of our site, you are responsible for keeping this pin number confidential. We ask you not to share a pin number with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will use our reasonable endeavours to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

#### **USES MADE OF THE INFORMATION**

We use information held about you in the following ways:

- To ensure that content from our site is presented in the most effective manner for you and for your computer.
- To provide you with information about products or services that you request from us and/or which we have previously supplied to you.
- To process your orders and to carry out our obligations arising from any contracts entered into between you and us.
- To allow you to participate in interactive features of our service, when you choose to do so.
- To notify you about changes to our service.

We may also use your data to provide you with information about goods and services which may be of interest to you, of the type we have previously supplied to you; this may be email or post.

If you do not want us to use your data as above, please contact us at the contact details given at the end of this policy.

## **DISCLOSURE OF YOUR INFORMATION**

We may disclose your personal data to any group undertaking, which means our parent undertaking, our subsidiary undertakings and subsidiary undertakings of our parent undertaking, as defined in sections 1161 and 1162 of the UK Companies Act 2006.

We may disclose your personal information to third parties:

- In the event that we sell or buy any business or assets or our share capital is to be sold, in which case we may disclose your personal data to the prospective seller or buyer.
- If we or substantially all of our assets are acquired by a third party, in which case personal data held by us about our customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation. In order to enforce or apply our website terms of use [[Terms of Use](#)] or terms and conditions of sale [[Terms of Sale](#)] and other agreements; or to protect or enforce our rights, property or safety or that of our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.
- For financial risk assessment, credit checks, money laundering checks, compliance, regulatory reporting and fraud prevention. This includes performing credit and identity checks, obtaining bankers' references, making enquiries of credit reference and fraud prevention agencies, undertaking searches of the Electoral Register, making online searches and making any other enquiries reasonably thought fit. You understand that credit reference agencies and fraud prevention agencies may maintain a record of any enquiry and the information given to them and may share search details and information with us and other organisations for credit, fraud, crime prevention and money laundering purposes (or similar) or to recover or trace debts.

## **YOUR RIGHTS**

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting our Administration Department at 74, Questor, Powdermill Lane, Dartford, Kent DA1 1EF or by email on [enquiries@fpmailing.co.uk](mailto:enquiries@fpmailing.co.uk).

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

## **ACCESS TO INFORMATION**

The Act gives you the right to be informed whether we hold personal data in respect of you, the sources of that data, its uses, the persons to whom we disclose it and you have a right of access to information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

## **CHANGES TO OUR PRIVACY POLICY**

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail.

**CONTACT**

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to Administration Department at 74, Questor, Powdermill Lane, Dartford, Kent DA1 1EF or by email on [enquires@fpmailing.co.uk](mailto:enquires@fpmailing.co.uk).

Francotyp-Postalia Limited

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