

## Graphic Vibes - Privacy Policy Version 1.0

### 1.1 POLICY OVERVIEW

At Graphic Vibes, we're committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to [media@graphicvibes.co.uk](mailto:media@graphicvibes.co.uk)

### 1.2 WHO ARE WE?

Graphic Vibes are a sole trader ran organisation, based out of Trowbridge UK.

### 1.3 HOW DO WE COLLECT INFORMATION FROM YOU?

We obtain information about you when you use our website and/or through discussions with our staff if you contact us about our services.

### 1.4 WHAT TYPE OF INFORMATION IS COLLECTED FROM YOU?

The personal information we collect might include your name, address, email address, phone number and occupation within your business.

### 1.5 HOW IS YOUR INFORMATION USED?

We may use your information to carry out our obligations arising from any contracts entered into by you and us, to deal with enquiries and questions, to seek your views or comments on the services we provide, to notify you of changes to our services, and to contact you with our weekly newsletter.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example for HMRC etc). We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

### 1.6 WHO HAS ACCESS TO YOUR INFORMATION?

We will not sell or rent your information to third parties.

Third Party Service Providers working on our behalf: We may pass your information to our third party service providers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf. When we use third party service providers, we disclose only the personal information that is necessary to deliver the service or we are required to do so by law.

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We will not share your personal information with third parties for marketing purposes.

We may transfer your personal information to a third party as part of a sale of some or all of our business and assets to any third party or as part of any business restructuring or reorganisation, or if we're under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our customers. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

### 1.7 YOUR CHOICES

We will not contact you for marketing purposes by email, phone or text message following your instructions to remove you from our contact database. You can change your marketing preferences at any time by contacting us by email:

[media@graphicvibes.co.uk](mailto:media@graphicvibes.co.uk)

### 1.8 HOW YOU CAN ACCESS AND UPDATE YOUR INFORMATION

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at [media@graphicvibes.co.uk](mailto:media@graphicvibes.co.uk).

You have the right to ask for a copy of the information Graphic Vibes hold about you and we will provide this information free of charge provided that your request is fair and reasonable (we may charge £10 for information requests that are deemed to be repetitive, unreasonable or onerous).

### 1.9 HOW WE PROTECT AGAINST THE LOSS, MISUSE OR UNAUTHORISED ALTERATION OF YOUR INFORMATION

When you give us personal information, we take steps to ensure that it's treated securely. We don't store any credit or debit card details and we protect all other details where possible.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make reasonable effort to ensure its security on our systems.

### 1.10 USE OF 'COOKIES'

Like many other websites, the Graphic Vibes' website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual.

It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using our website.

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### 1.11 LINKS TO OTHER WEBSITES

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

### 1.12 16 OR UNDER

We do not knowingly provide services to customers under the age of 16. It is a requirement of business that all Graphic Vibes customers are over the age of 16.

### 1.13 TRANSFERRING YOUR INFORMATION OUTSIDE OF EUROPE

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union ("EU"). These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

### 1.14 POLICY REVIEW

We keep this Policy under regular review. This Policy was last updated in March 2022.