



## PRIVACY POLICY

At Rubine Creative Ltd, we understand that your privacy is important to you and that you care about how your personal data is used. We are committed to protecting and respecting the privacy of all of our clients and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

### Information About Us

Rubine Creative Ltd. Is a Limited Company registered in England under company number 09896043.  
Registered address: 10 Southlands Avenue, Louth, Lincolnshire LN11 8EW. This is also the postal address.  
Company Director and Data Protection Officer: Simone Padbury.  
Email address: enquiries@rubinecreative.co.uk  
Telephone number: 07717 755424.

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 enquiries@rubinecreative.co.uk or by writing to Rubine Creative Ltd, 10 Southlands Avenue, Louth, Lincolnshire LN11 8EW.

### What type of personal data is collected from you?

The personal data we may collect from you (this may vary according to your relationship with us) may include:

- Your Name
- Address
- Email Address
- Telephone Number
- Business Name
- Job Title
- Profession
- Payment Information

### How do we collect personal data from you and what will it be used for?

Personal data will only be collected from you in conjunction with a contract or enquiry that you have consented to by request on email, post or telephone. Your personal data may be used for one of the following purposes:

- Managing your account or enquiry.
- Supplying our products and services to you. Your personal details are required in order for us to enter into a contract with you.
- Personalising and tailoring our products and services for you.
- Communicating with you. This may include responding to emails or calls from you.
- Send you communications which you have requested and that may be of interest to you.
- Supplying you with information by email and post that you have opted-in to (you may unsubscribe or opt-out at any time by emailing enquiries@rubinecreative.co.uk).

With your permission and/or where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email and post with information, news, and offers on our products and services. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.



### How long will we keep your data for?

We will not keep your personal data for any longer than is necessary in light of the legitimate reason(s) for which it was first collected. 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. Your personal data will therefore be kept for the following periods (or, where there is no fixed period, the following factors will be used to determine how long it is kept):

- We will store your data on our client database for the purpose of repeat and new orders unless we receive written instruction to opt-out by emailing [enquires@rubinecreative.co.uk](mailto:enquires@rubinecreative.co.uk) or to 10 Southlands Avenue, Louth, Lincolnshire LN11 8EW.

### Who has access to your information?

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

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

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 (for example to process print orders or deliveries).

However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties beyond the company for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

### 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"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the 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.

### Your choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us about our products and services, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information.

We will not contact you for marketing purposes by email or phone unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted.

You can change your marketing preferences at any time by contacting us by email [enquires@rubinecreative.co.uk](mailto:enquires@rubinecreative.co.uk).

### How you can access and update your information

The accuracy of your information is important to us. You have the right to request a copy of the information we hold about you so that you can ensure its accuracy. You can do this by the following methods:

Send an email to [enquires@rubinecreative.co.uk](mailto:enquires@rubinecreative.co.uk) and request the information held about you. Alternatively write to us at 10 Southlands Avenue, Louth, Lincolnshire LN11 8EW.

### Right to erasure

Contacts of the company should have the ability to have all records of their personal data held by a business where there is no legitimate reason for that business to maintain that reason. This includes where GDPR is super-ceded by other laws governing the



details obtained. If you wish us to remove your details from our database please email [enquiries@rubinecreative.co.uk](mailto:enquiries@rubinecreative.co.uk).

### **Security precautions in place to protect the loss, misuse or alteration of your information**

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 our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password which enables you to access certain parts of your website, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

### **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.

### **How to get in contact?**

To contact us about anything to do with your personal data and data protection, please use the following details:

Email address: [enquiries@rubinecreative.co.uk](mailto:enquiries@rubinecreative.co.uk).

Telephone number: 07717 755434

Postal Address: 10 Southlands Avenue, Louth, Lincolnshire, Louth, Lincolnshire LN11 8EW

### **Review of this Policy**

We keep this Policy under regular review. This Policy was last updated in May 2018.