

282 Creative (a trading name of David Stubbins), operates this website in order to provide information on the services that I offer to potential customers.

This Privacy Policy outlines the way I gather and use any personal data collected, about you, as a visitor to my website or as a customer purchasing my development services.

This information was last updated on 22/05/18. The contents of this statement may change from time to time so please review this page occasionally to ensure that you are still happy to share your information with me. The amended information will apply from the time it was posted to the website and will govern the way in which I collect and process personal information going forward.

### **Information I collect:**

I collect data from visitors to my website, in order to offer better site experiences and tools in the future for my visitors. When you visit my website, I collect information such as:

- Your IP address
- Internet Browser you are using
- The website address from which you accessed my website
- Information to what pages have been viewed using cookies

I do not use this information in order to identify you, but to gather generic information in order to offer better site experiences and tools in the future for my visitors.

282 Creative uses cookies to understand and save user preferences for future visits. I may also use third party services that track this information on my behalf. If you decide to turn-off cookies this will not affect your user experience.

I do not sell, trade or transfer to outside parties any personal identifiable information gathered through your visit to my website except to enforce legal rights and the law, I may disclose information to law enforcement agencies if so requested.

If you contact me through the online contact form you will be required to provide:

your name  
email  
telephone number

I will only use the information you provide for the purposes of following up on your query/correspondence through the contact form and will maintain safeguards to ensure the security, integrity and privacy of the information you have provided.

If you purchase a service from me, I will only collect personally identifiable information which is necessary, relevant and adequate for the purpose you are providing it for and is necessary to serve my legitimate business purposes and will maintain safeguards to ensure the security, integrity and privacy of the information you have provided. In this circumstance I will ask for:

Name  
Company (if applicable)  
Address  
Telephone Number  
Email address

### **How I use your personal information:**

In order to supply you with services, I need to know your name, address, email address and telephone number.

I do not sell, trade or transfer to outside parties your personal identifiable information unless I provide advance notice.

I may need to provide your information to trusted suppliers to help assist in conducting business or providing you with the best possible service. I only share necessary information with them and take steps to ensure that any third-party partners who handle your information comply with data protection legislation and protect your information just as I do. I may release information when it is appropriate in order to comply with the law, enforce site policies, or protect my or other users' rights, property or safety.

I may also share your information with a purchaser or potential purchaser of my business.

### **Links to other websites**

My website may contain links to other websites which are not covered by this Privacy Policy. If you access other sites using the links provided, the operators of these sites may not provide the same level of security as I do and they may collect information from you, which will be used by them, in accordance with their privacy policy, which may differ from my own.

### **Consent:**

Where you have provided your consent, I may use and process your information to:

Contact you from time to time about any services, which I think may be of interest to you.

You can withdraw your consent at any time by contacting me at [david@282creative.co.uk](mailto:david@282creative.co.uk).

I may use your information for product development purposes in order to improve the quality of my service.

To identify and record when you have received, opened or engaged with my website or electronic communications – to better understand and improve the communication I have with my customers.

For network and information security purposes, e.g. to enable me to take steps to protect your information against loss damage theft or unauthorised access.

To comply with a request from you in connection with exercising of your rights, for example where you have asked me not to contact you for marketing purposes, I will keep a record of this on my suppression list in order to be able to comply with your request.

To inform you of updates to my terms and conditions and policies.

**Data retention:**

I will not hold your personal information for any longer than is necessary for me to perform my business duties and responsibilities. If you are a customer or have a relationship with me, I will hold personal information about you for a longer period than if I hold your details in connection with a prospective relationship.

The only exceptions to the periods mentioned above are where:

- The law requires me to hold the information longer, or delete it sooner
- Where you have raised a complaint or concern regarding a service provided by me, in which case I will hold your details for a minimum of 6 years following the date of your complaint or query.
- You exercise your rights to have your information erased, except where I am required by law to hold the information.

**Security:**

I am committed to ensuring your data is secure. I have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information I collect, including locked cabinets, data encryption and electronic password protection.

The website hosting environment and email service are managed and provided through high security data centres, where physical access to any server and computer is managed through strict policies and guidelines. The infrastructure is also designed with security and privacy as a priority, firewall protection is in place to protect servers and computers from hackers and attackers, including regular monitoring and applying of necessary security patches suggested to software and operating systems.

If you, at any point, suspect or become aware of a security incident for example, you receive suspicious communication from someone who claims to be an employee of 282 Creative, please forward the communication to me or report the incident by email to [david@282creative.co.uk](mailto:david@282creative.co.uk) as soon as possible.

**Your rights:**

You have the right to:

- Ask for a copy of the information I hold about you.
- Have your personal information corrected and/or updated.
- Object to my use of your information, provided I am not required by law to continue to use and process it.
- Erase your information or restrict use of it, provided I am not required by law to the contrary.
- Have your information transferred in a structured data file (in a commonly machine-readable format).

You may exercise the above rights and manage your information by contacting me by email at [david@282creative.co.uk](mailto:david@282creative.co.uk).

All requests for access, transfer and/or removal of your data will require proof of your identity in physical form.

**How to contact me:**

If for any reason you are concerned that the personal information maintained by 282 Creative is not correct, or it changes or you no longer wish to receive information from me, I will correct, update or remove the data you have provided. This can be done by emailing me at [david@282creative.co.uk](mailto:david@282creative.co.uk).

If you believe your privacy rights have been violated you may lodge a complaint with me by email at [david@282creative.co.uk](mailto:david@282creative.co.uk), or contact the Commissioner's Office [www.ico.org.uk](http://www.ico.org.uk).