

Introduction

In order to protect our clients, it is important that Alpaca Creative has a privacy notice in place to explain what information is held, why it is held, what it is used for and where it is used. Please read the policy carefully and contact us if you have any questions or concerns about our privacy practices.

Under the GDPR (General Data Protection Regulation) Alpaca Creative holds and processes data that is relevant to the efficient servicing of a client's account – name, job title, company name and address, landline number, mobile number, email address and company website, together with accounts information relating to purchases and payments with us.

Data is collected from clients and potential clients when they make contact via mobile, telephone, website contact form or email to enquire about commissioning Alpaca Creative to carry out work. This data is used to set up and facilitate the smooth running of client accounts.

How do we secure personal data?

Client data is stored electronically and backed up on an external hard drive. All devices are password protected, have firewalls and are further protected with anti-virus, anti-malware and anti-ransomware software. Data is also stored on paper within client files in a locked filing cabinet within the office.

Data retention period

We will continue to process your information until you withdraw consent or it is determined your consent no longer exists or the data is no longer required.

Disclosures

We may disclose information about you to any of our employees, officers, agents, suppliers or subcontractors insofar as reasonably necessary to enable completion of work and the delivery of services or products.

In addition, we may disclose your data:

- (a) to the extent that we are required to do so by law
- (b) in connection with any legal proceedings or prospective legal proceedings
- (c) in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk)
- (d) to the purchaser (or prospective purchaser) of any business or asset which we are (or are contemplating) selling; and
- (e) to any person who we reasonably believe may apply to a court or other competent authority for disclosure of that personal information where, in our reasonable opinion, such court or authority would be reasonably likely to order disclosure of that personal information
- (f) if requested by you, to any person or company for the purpose of providing a credit reference

Except as provided in this privacy policy, we will not provide your information to third parties.

Cookies on the website

A cookie consists of information sent by a web server to a web browser, and stored by the browser. The information is then sent back to the server each time the browser requests a page from the server. This enables the web server to identify and track the web browser. We use session cookies on our website to provide you with a better user experience. Session cookies will be deleted from your computer when you close your browser.

Links to other websites

Alpaca Creative has no control or responsibility over the Privacy Policies of external websites linked to www.alpacacreative.com

Data Control Officer

The person responsible for all data is:

Carol Wilkinson 01304 812260 or 07702 445103, carol@alpacacreative.com

Alpaca Creative is registered with the ICO under the Data Protection Register
Registration Number Z2316025

A request to check what data is held can be made to carol@alpacacreative.com
or by phoning 01304 812260

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01304 812260

carol@alpacacreative.com

www.alpacacreative.com