

Privacy Notice

Who we are and how you can contact us

You know us as 1st Impression. We are registered as 1st Impression Creative Ltd.

You can contact us in writing at **154 East Barnet Road, New Barnet, Herts EN4 8RD** or
by emailing **enquiries@1st-impression.org** or
by telephoning **+44 (0)20 3659 6552**

We are committed to ensuring that your privacy is protected.

We may change this policy from time to time. You should check the website **www.1st-impression.org** periodically to view the latest Privacy Policy.

How we may collect your personal data

We collect personal data about you when:

- You contact us via email, telephone, post or social media
- You engage us to provide a service for you and during the provision of services for you

Information we may collect and hold

We may collect and hold the following information:

- Your name and title
- Your job title
- Your business/home/delivery address
- Your telephone number(s)
- Your email address(es)
- Your billing address
- Financial data which may include your bank account number and sort code
- Details about payments made between us
- Our correspondence and communications with you

What we do with the information we gather

We require this information usually to communicate with you regarding the provision/execution of our services and for the following reasons:

- Internal record keeping
- To improve our services
- To occasionally send email campaigns about services we offer and/or information we think you may find interesting
- To notify you of any relevant changes to our services/business
- Request feedback regarding the services we offer
- To either bill you for our services or pay you for your's

We'll only share your data with third parties to help us provide a service for you for example, giving your address and phone number to a courier/print company so they can deliver your order.

We may contact you by email, phone or mail.

Data security

We are committed to ensuring that your information is secure. We have in place commercially reasonable and appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

Should there be any suspected breach of data security, we will notify you within 72 hours.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- If you agree to us using your personal information to contact you directly for information purposes, you may change your mind at any time by writing to us or emailing us at **enquiries@1st-impression.org**
- You can unsubscribe from our email campaigns by clicking on the unsubscribe link located at the foot of the email
- We will not sell, distribute or lease your personal information to third parties unless we have your permission, require this information in order that we fulfil a contractual obligation with you or are required by law to do so

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to **154 East Barnet Road, New Barnet, Herts EN4 8RD**

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at the address above. We will promptly amend any information found to be incorrect.

Data retention

We will only retain your personal data for legitimate business reasons and for as long as necessary to fulfil the purposes we collected it for including:

- Any contractual engagements between us
- Repeat business with you
- Statutory accounting (satisfying any legal, accounting or reporting requirements)

By law we have to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they cease being customers for tax purposes.

For our own accounting and quoting purposes, we may hold this information for a longer period of time.

In some circumstances you can ask us to delete your data.

This Privacy Policy was last updated on 12 December 2018.



1st Impression

CREATIVE

1st Impression • 154 East Barnet Road • New Barnet • Herts EN4 8RD

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