



Privacy Policy

This **Privacy Policy** describes the way in which we deal with the information and data you provide to us to enable us to manage our relationship. We will process any personal information provided to us or otherwise held by us relating to you in the manner set out in this Privacy Policy, Information may be provided by telephone calls, emails or any means.

By accepting this privacy policy you agree that you understand and accept the use of your personal information as set out in this policy. If you do not agree with the terms of this Privacy Policy please do not provide us with your personal information.

Who we are:

References in this privacy policy to Pinfold Promotions PP, we, us, our relate to Pinfold Promotions Ltd company number 3199076. We control the ways your personal data is collected and the purposes for which your personal data is used by PP, acting as a data controller for the purposes of applicable European data protection legislation.

Contacting us:

If you have any concerns or would like more detail about how we process your personal data you can contact us at: kerry@pinfoldpromotions.co.uk.

Protecting your personal data:

Your personal data isn't just protected by the quality commitment and high standards of PP, its also protected by the law. The law states that we can only process your personal data when there is a genuine reason to do so and it must be one of the following:

- To fulfil any contract we have with you
- We have a legal obligation
- Where you have consented to the processing
- When it is in our legitimate interest
- When it is in the public interest

Legitimate Interests:

When we have a business or commercial reason to process your personal data, this is referred to as a legitimate interest. Your personal data is still protected and we must not process it in a way that would be unfair to you or your interests. If we do use legitimate interests as a reason to process your personal data, we will tell you we are doing so, what our legitimate interests are and provide you with a method to raise any questions or objections you may have. However, compelling grounds for processing such information may override your right to object.

How we store your personal data:

We pass data to our warehouse network and courier in order to deliver your items.

How long do we keep your personal data:

Whenever your data is kept by PP we will ensure that it is appropriately protected and only used for legitimate purposes. We will keep your data for the period you are a customer or client of PP. If you are no longer a customer or client of PP we will keep your data for the minimum length of time required to comply with purposes set out in this policy and relevant legal or regulatory obligations. Your personal data may be kept longer if we are unable to delete for technical reasons.

Providing we do not have legitimate interests to retain your details you have the right to be forgotten and removed from our marketing material. You can contact us by telephone, email or in person to confirm this.

Why we process your personal data:

We process your data to ensure you receive the best service levels from PP. We will keep your details on our secure system, and will contact you by email or telephone with details of properties that might be of interest. If you chose not to provide your personal data it may prevent us from meeting legal obligations, fulfilling a contract, or performing services you expect from PP. Not providing your personal data may mean we are unable to provide you with our services. The information and data about you which we may collect, use and process includes the following:

Information Collected:

Information you provide to us by filling in the forms on the website or any other information you submit to us via the website or email.

Records of correspondence, whether via the website, email, telephone, or other means.

Details of the enquiries made with us, whether via the website, email, telephone or other means.

Telephone calls:

Telephone calls to and from our staff are not recorded

Personal data we share with others:

- Law enforcement agencies, regulators, and other authorities
- Third parties you ask us or permit us to share your data with
- Third parties necessary to provide products or services you have requested

Depending on the products you chose to use we may need to share your personal data with the third parties that provide those services, however, your explicit consent will first be obtained.



Your rights over your personal data:

We will assist you if you chose to exercise any of your rights over your personal data including:

- Withdrawing your previously granted consent; however, this will not invalidate any previously consented processing
- Lodging a complaint with any relevant Data Protection Authority
- Correction of any Personal Data that is incorrect or out of date
- Erasure of any Personal Data that we process
- Restrict processing of your Personal Data in certain circumstances
- Asking us to provide you or another company you nominate with certain aspects of your Personal Data, often referred to as the right to "portability"
- The ability to object to any processing data where we are doing it for our legitimate interests
- The ability to contest a decision made entirely by automated processing, to express your point of view and to request that a human review the decision
- Access to your personal data that we hold or process

For more information on these rights you can contact kerry@pinfoldpromotions.co.uk

Changes to our Privacy Statement:

We may update this policy from time to time, so please review it frequently.

If any material changes are made to this Privacy Policy we will use reasonable endeavours to inform you in advance by email, notice on the Website or other agreed communications channels.

We will not enforce material changes to the Privacy Policy without your express consent. If you decline to accept the changes to the Privacy Policy, or otherwise do not accept the changes within the time period, we may not be able to continue to provide some or all products and services.

Pinfold Promotions Limited is an accredited member of the BPMA

This policy is updated annually – April 2025

Kerry Adcock

bpma
**STEP
FORWARD
PLEDGE**
2024/25

PROUD TO BE A
bpma
Distributor
15 year member