

Grafx Privacy Policy

Last updated: August 2018

This Privacy Policy governs the manner in which Grafx collects, uses, maintains and discloses information collected from users of Grafx services. This Privacy Policy applies to Grafx Vault, Grafx website and all products and services offered by Grafx.

Personal information

We collect information from users in a variety of ways, including our website, email, form filling and through users applying for and using services we offer. Users may be asked for, as appropriate, name, email address, mailing address, phone number and passwords. We will collect this information from users only if they voluntarily submit such information to us and consent to its use. Users can refuse to supply information, but it may prevent them from engaging in certain service features like the Grafx Vault or repairs.

How we use collected information

Grafx may collect and use personal information for the following purposes:

- We may use the email address to send user information and updates relating to their order. It may also be used to respond to their enquiries, questions and other requests.
- To improve customer service - information helps us respond to customer service requests and support needs more efficiently.
- To send users information they agreed to receive about topics we think will be of interest to them.
- To send periodic emails. We include detailed unsubscribe instructions at the bottom of each email or the user may contact us directly to request opting out of part of, or all mailing subjects.

Grafx will only use the above with the documented consent of the individual providing the data and only for the purposes with which they have given their consent. Withholding of the required data may result in a limitation of the services we can offer.

Client Password Vault

The Client's Password Vault information is classified as confidential. Grafx will not disclose any confidential information to any other party without prior written consent and will protect against unauthorised use. The Client's Password Vault should only be used for company information and should not contain users private/personal information. Grafx will not take responsibility for personal/private information for example, iTunes password or personal finance passwords.

Grafx Workshop Repairs

As an Apple Authorised Service Provider Grafx is in a direct partnership with Apple that allows us to process repairs of their products. During this process any information provided to Grafx will be passed on to Apple for the purpose of processing the repair. This information is manually entered into the Apple service management portal and is used for the purpose of processing the repair, however Apple may contact customers in order to rate the service provided by Grafx.

How we protect your information

We have a full information security policy, business continuity and disaster recovery plans in place. We take data security very seriously and we have the most secure options available to store and transfer your data securely. We can provide details on request.

Sharing your personal information

We do not sell, trade or rent users personal information to third parties.

Grafx and the GDPR

Grafx is dedicated to protecting its customers' rights and information and has taken all the necessary steps to meet their GDPR requirements. Grafx will never share an individual's personally identifiable information (PII) with any third parties unless required for the purposes of processing an agreed upon service and only with the documented consent of the individual.

Subject Access Request

Under the GDPR and Data Protection Act 2018 every individual has the following rights:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object

If you would like to complete a subject access request (SAR) to enact any of the above rights go to <http://www.grafx.co.uk/sar> where you can complete a form and submit your request to our Data Protection Representative. Alternatively, our Data Protection Representative can be contacted by the following means:

Contacting us

If you have any questions about this Privacy Policy, please contact us at the following address:

Data Protection Representative, Grafx Digital Technologies Ltd, Montpellier House, Montpellier Drive, Cheltenham, GL50 1TY
Tel: 01242 787878 (local rate) <http://www.grafx.co.uk/contact>

Your right to complain

Should you wish to make a complaint in relation to data protection issues relating to our company, you can contact us as above or you can contact our regulator as follows:

The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Tel: 0303 123 1113 (local rate) or 01625 545745 if you prefer to use a national rate number. www.ico.org.uk

Consent

We are required by law to obtain your consent to our collection, processing, sharing and holding of your personal data. Please ensure you have read this notice fully and accept all that it contains. If you have any queries, please contact us directly. Please contact us should you have any difficulty in reading or understanding this notice sufficiently.

Changes to this Privacy Policy

Grafx has the discretion to update this privacy policy at any time. When we do, we will revise the updated date at the bottom of this page. We encourage users to frequently check this page for any changes and to stay informed about how we are helping to protect the personal information we collect. By using our services, you signify your acceptance of this policy. Your continued use of our services following the posting of changes to this policy will be deemed your acceptance of those changes.

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