

# CFH DOCMAIL LTD PRIZE DRAW PRIVACY NOTICE

CFH Docmail Limited (“we”, “our”, “us”) respects the rights that individuals (“you”) have in relation to their personal data. This privacy notice (“**privacy notice**”) will inform you about how we look after personal data, provide details of your privacy rights and how the law protects you.

We care about your privacy and we will always endeavour to comply with the General Data Protection Regulation ((EU) 2016/679) and the Data Protection Act 2018, as amended (“**data protection law**”) and we will never pass your personal data to third parties except where we are required to do so by law. We will keep personal data secure and will respect the rights you have in relation to your personal data.

If you have any questions regarding our processing of personal data, you can contact us via the following methods and location:

- CFH Docmail Limited (Reg. Co. No.: 01716891)
- Postal address: CFH Docmail Limited, St Peters Park, Wells Road, Westfield, Radstock, BA3 3UP  
Telephone number: 01761 416311
- Postal address: CFH Docmail Limited, Starlaw Business Park, Livingston, EH54 8SF  
Telephone number: 01506 468413
- By email  
DPO: [data.protection@cfh.com](mailto:data.protection@cfh.com)

We are registered with the Information Commissioner's Office (ICO) under registration number Z5722574.

## What is the purpose of this notice and who does it cover?

This privacy notice provides information about how we collect and process personal data for our prize draws.

It is important that you read this privacy notice so that you are fully aware of how and why we are using your personal data.

This privacy notice deals with the questions below and you can go directly to a specific section by clicking on each heading.

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## Who is the controller and who is the processor for personal data and how can I make a complaint?

When you are nominated as an entrant for our prize draw, we will be provided with your personal data and where that is the case, we will be both the data controller and processor of that personal data.

Regardless of this, you have certain rights with regard to the processing of personal data (see below) and you can make a complaint to the ICO, ([www.ico.org.uk](http://www.ico.org.uk)) if you feel we have infringed those rights. We would, however, appreciate the chance to deal with any concerns you may have before you approach the ICO.

## What happens if this notice is updated or my personal data changes?

We will publish any changes to this privacy notice on our website. It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us by contacting [marketing@cfh.com](mailto:marketing@cfh.com). The last update to this policy was: December 2019.

# What are my rights under data protection law?

As a data subject, you have the following rights under data protection law:

**Right to be informed** - When we collect personal data, we have to tell you what we are going to do with it as set out in this Privacy Policy.

**Right of access** - You have the right to contact us to request details of the information we hold about you.

**Right of rectification** - You have the right to ask us to rectify information that we hold about you if this is inaccurate or incomplete.

**Right to erasure** - This is also known as the right to be forgotten and gives you the right to request your information to be removed if there is no compelling reason for its continued processing. We keep a list of people who have asked not to be contacted which is used to ensure that you receive no further marketing information from us. Without this list your personal data could enter our system again from another source and we would have no record of the fact that you asked us not to contact you.

**Right to restrict processing** - this is the alternative to erasure and gives you the right to tell us to stop processing your data but allowing us to keep enough information about you to ensure that you're wishes are respected in the future.

**Right to data portability** - this gives you the right to ask us to transfer your information to another business.

**Right to object** – you have the right to object to the processing of your data for marketing purposes and profiling for marketing purposes. Your rights and freedoms override our interests.

**Rights related to automated decision-making including profiling** - we do not use automated decision-making processes.

**Rights to withdraw consent at any time where relevant** - you have the right to withdraw your consent to the processing of your information at any time and we must provide you with the information to need to do so at the time we collect your data and each time we contact you.

# What personal data do you collect about me?

We may collect, use and store different kinds of personal data about you which we have grouped together as follows. The terms below are mainly used to explain why we use the personal data in the way we do:

- Communication this includes the channel and method by which we communicate with you.
- Contact this could include address, email address and telephone numbers.

- Identity this could include your name, title and job role.
- Marketing this could include your preferences in receiving marketing from us.
- Technical this could include internet protocol (IP) address, browser type and version, time zone setting, browser plug-in types and versions and operating system and platform.

## How do you collect personal data about me?

We use different methods to collect personal data from and about you including through the following interactions set out below:

**Direct interactions.** You give us your Identity, Communication or Contact details by completing a survey or corresponding with us by post, phone, email or online.

**Automated technologies or interactions.** As you interact with our website, we may automatically collect Technical data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and other similar technologies.

## How do you use personal data?

We will only use personal data when the law allows us to. We may process personal data without your knowledge or consent where this is required or permitted by law. Most commonly, we will use personal data in the following circumstances and for the following purposes:

**Legal or regulatory obligation** - to comply with a legal or regulatory obligation to which we are subject.

**Legitimate interest** - where it is in our legitimate interests or that of another third party. We will always make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process personal data for our legitimate interests. We do not use personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). You can obtain further information about how we assess our legitimate interests against any potential impact on you in respect of specific activities by contacting us at [data.protection@cfh.com](mailto:data.protection@cfh.com)

**Performance of contract** - where it is necessary for us to process personal data for the performance of a contract (including a prize competition) to which you are a party or to take steps at your request before entering into such a contract; and

**Consent** - we may rely on consent as a legal basis for processing personal data. If we do, you can withdraw your consent at any time by contacting us at [marketing@cfh.com](mailto:marketing@cfh.com) or by following the opt-out links on any marketing communication sent to you.

## What do you use my personal data for and why?

We will only use personal data for the purposes for which we collected it, unless we consider that we need to use it for another reason and that reason is compatible with the original purpose. We collect your personal data to administer our prize draw and to market and promote our services.

If we need to use personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

## How do you use my personal data for marketing and how can I opt out?

We may also use the information provided to us to contact you regarding our products, services and latest offers (we define this as marketing). You will receive marketing communications from us if you have provided your consent.

You can ask us to stop sending you marketing communications at any time contacting us at [marketing@cfh.com](mailto:marketing@cfh.com) or by following the opt-out links on any marketing communications sent to you.

## To whom do you disclose my personal data?

We may have to share personal data with the parties set out below for the purposes set out in the table above:

- Service providers based in the EEA who provide IT and system administration services and access to platforms we use for operational purposes to run our business;
- Professional advisers including lawyers, barristers, bankers, auditors and insurers who provide consultancy, banking, legal, insurance and accounting services;
- Third parties who require access to the personal data we process for the purposes of the prevention or detection of crime or for the purposes of legal proceedings;
- HM Revenue & Customs, regulators and other authorities based in the UK who require reporting of processing activities in certain circumstances, for example to ensure we are complying with legal and regulatory obligations;
- External auditors who provide auditing and similar compliance services to us to ensure we are complying with our legal and regulatory obligations when we provide services to you, process personal data or where we are certified under any relevant schemes or certifications;
- External providers of services to us for the purpose of marketing.

We require all third parties to respect the security of personal data and to treat it in accordance with the law and the terms of the contract we have in place with them where they are our third-party service providers.

We do not allow our third-party service providers to use personal data for their own purposes and only permit them to process personal data for specified purposes and in accordance with our instructions.

## How do you safeguard personal data?

We have appropriate security measures in place to prevent personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

We also have in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

## For how long will you use personal data?

We will only retain your personal data for as long as necessary to fulfil the purposes for which we collected it.



[WWW.CFH.COM](http://WWW.CFH.COM) | [WWW.DOCMAIL.CO.UK](http://WWW.DOCMAIL.CO.UK) | [WWW.DOTPOST.COM](http://WWW.DOTPOST.COM)

**RADSTOCK**

St Peter's Park | Wells Road | Westfield | Radstock BA3 3UP | 01761 416311 | [info@cfh.com](mailto:info@cfh.com)

**LIVINGSTON**

Starlaw Business Park | Livingston EH54 8SF | 01506 462468 | [information@cfh.com](mailto:information@cfh.com)

**SLOUGH**

160 Edinburgh Avenue | Slough SL1 4UE | 01753 567100 | [sales@print.uk.com](mailto:sales@print.uk.com)

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