

Privacy Policy

At PINCH we are committed to protecting the privacy of our clients. Our Privacy Policy is set out below, and is designed to give clarity on what information we gather and how we use it. The policy complies with the GDPR Law, Data Protection Act 1998 and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and is designed to give you control over how much you hear from us.

If at any point you have further questions on how we handle our information internally, please contact enquiries@pinchdesign.com

Collected Information

Details you provide us with about yourself and/or company will be held on our system for informative purposes, customer support and to facilitate order processing. PINCH collect client contact information from trade account applications forms, email correspondence, posted or telephone enquiries on our goods and services, or if contact details are exchanged in person. An individual's contact data will be stored alongside any previous order history.

This information may contain:

- Personal contact information - name, delivery or billing address, email address, contact phone numbers, professional title.
- Information regarding our products/services - details about products or services you have purchased/enquired about.
- Information history - previous orders, payments against previous orders, credit history.
- Professional Details – Information you provide when applying for employment.

Where necessary we share personal data with third parties. Examples of this may include:

- When working with our partner suppliers, where they require contact details to fulfil our contracted services to the client.
- Where we are under a duty to disclose or share your personal data in order to comply with any legal obligation (for example, if required to do so by a court order or for the purposes of prevention of fraud or other crime).
- With third party IT companies employed to provide processing and storage services.
- Where information is shared with a processor, information will be securely transferred, and the data processor is obliged to maintain its security, and only use it for the purposes intended.

Retention of data

Personal data will only be held for a period where there remains a legitimate purpose for its retention. After the expiration of that period, the data will be securely deleted.

Use of your data for our marketing purposes

We intend to send you relevant information regarding updates on our new collections, projects and events. These emails are infrequent, and we hope are appropriately judged to contain valuable content of interest for our clients and contacts. If at any point you would like to us to stop sending you communications, you will find a clear unsubscribe option and at the base of every email sent out.

Security

To protect your personal information, we take all reasonable legal, technical and organizational measures and precautions within our sphere of responsibility, as well as following industry best practices; to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed.

Your Rights

Alongside the opportunity to unsubscribe from marketing/promotional emails, clients can also request to have all personal data removed from the PINCH system. This is to be requested in writing in order to acknowledge authenticity, to enquiries@pinchdesign.com. PINCH commit to never passing on your personal information to third parties unless we are required to do so by law.

By providing personal information to PINCH in any of the ways described in this policy, the Subject is agreeing that they are authorised to provide the information, and that they accept this privacy policy and that PINCH is authorised to process it.

We reserve the right to modify this Privacy Policy at any time. Last Updated 23/06/18