

PRIVACY NOTICE

Document version

Version No	Purpose/Change	Author	Date
1.0	Final Version	Emma Binstead-Smith	14/05/2018
2.0	Update of sub processors	Emma Binstead-Smith	07/11/2024
3.0	Review and update clauses	Emma Binstead-Smith	28/05/2026

This document is:

• Effective from the Version and Issue date above. It supersedes previous versions, which are withdrawn, and hard copies destroyed.

• Uncontrolled when printed. The 'master' document is held securely within our IT system. All documents, policies and procedures are controlled following the procedure for controls and documents and records.

• Subject to change by Webpost in line with changes in statutory law, case law and best practice.

Introduction

Webpost Ltd ("we", "us", "our") is committed to protecting and respecting your privacy.

This Privacy Notice explains how we collect, use, store and protect your personal data when you:

- use our services;
- contact us;
- visit our website; or
- interact with us as a customer, supplier or business contact.

We will only use your personal data in accordance with:

- the UK General Data Protection Regulation ("UK GDPR");
- the Data Protection Act 2018; and
- other applicable privacy laws.

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1. Information About Us

Webpost Ltd Ltd is the data controller responsible for your personal data.
Registered in England and Wales under company number: 08198782
Registered Office: Sucklings Yard, Church Street, Ware, SG12 9EN
VAT Number: 154233923
Email: info @webpost.com
Telephone: 0800 074 2425
Postal Address: Sucklings Yard, Church Street, Ware, SG12 9EN

We are registered with the Information Commissioner's Office ("ICO").

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2. What Is Personal Data?

Personal data means any information relating to an identified or identifiable individual.
This may include:

- names;
- addresses;
- email addresses;
- telephone numbers;
- payment information;
- business information; and
- online identifiers such as IP addresses.

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3. What Personal Data Do We Collect?

Depending on your relationship with us, we may collect and process the following personal data:

- Name
- Business name
- Job title
- Postal address
- Email address
- Telephone number
- Payment and billing information
- Marketing preferences
- Website usage information
- IP address and browser/device information

We may obtain personal data:

- directly from you;
- from publicly available sources;
- from third-party business data providers; or
- from organisations you work for.

Where we obtain data from third parties, we take reasonable steps to ensure it has been collected lawfully.

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4. How We Use Your Personal Data

Under UK GDPR, we must have a lawful basis for processing your personal data.
We may use your personal data for the following purposes:

Purpose	Lawful Basis
Providing products and services	Performance of a contract
Managing customer accounts	Performance of a contract
Processing payments and invoicing	Legal obligation / Contract
Customer support and enquiries	Legitimate interests
Internal administration and record keeping	Legitimate interests
Improving our services	Legitimate interests
Sending service-related communications	Contract / Legitimate interests
Sending marketing communications	Consent or legitimate interests where permitted by law
Complying with legal or regulatory obligations	Legal obligation

Where we rely on consent, you may withdraw it at any time.

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5. Marketing Communications

We may send you information about our products and services by:

- email;
- telephone;
- post; or
- SMS.

We will only send marketing communications where permitted by law.

You can opt out of marketing at any time by:

- clicking the unsubscribe link in emails; or
- contacting us using the details in Section 11.

We do not send unsolicited spam communications.

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6. Website Usage, Cookies and Analytics

Our website may use cookies and similar technologies to:

- operate the website;
- improve functionality and performance;
- analyse website traffic; and
- improve user experience.

This may include the collection of:

- IP addresses;
- browser information;
- device information; and
- website interaction data.

Where required by law, we will request your consent before placing non-essential cookies on your device.

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7. How Long We Keep Your Personal Data

We will only retain personal data for as long as necessary for the purposes for which it was collected, including for legal, accounting and regulatory requirements.

Typical retention periods include:

Data Type	Retention Period
Customer account records	Duration of customer relationship plus 6 years
Financial and invoicing records	6 years
Marketing records	Until consent withdrawn or no longer required

Data Type	Retention Period
Enquiry information	Up to 2 years

Where retention periods are not fixed, we determine retention based on:

- legal obligations;
- business requirements; and
- the nature and sensitivity of the data.

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8. How We Protect Your Personal Data

We implement appropriate technical and organisational security measures to protect personal data against:

- unauthorised access;
- loss;
- misuse;
- alteration; or
- disclosure.

These measures include:

- restricted access controls;
- secure IT systems;
- staff confidentiality obligations;
- data protection training;
- secure data transfer methods; and
- procedures for handling data security incidents.

Where staff work remotely, appropriate home-working and security policies are in place.

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9. Sharing Your Personal Data

We may share personal data with trusted third parties where necessary to provide our services, including:

- Our card payment merchant Elavon UK;
- Datagraphic Ltd are our production and fulfilment partners;
- ILSS Print&Mail Gmbh are our software providers;
- professional advisers; and
- regulatory or legal authorities where required.

We require all third parties to respect the security of personal data and process it in accordance with the law.

We do not sell personal data to third parties.

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10. International Transfers

Some of our service providers may process personal data outside the United Kingdom.

Where personal data is transferred internationally, we ensure appropriate safeguards are in place, including:

- UK adequacy regulations;
- International Data Transfer Agreements (IDTAs); or
- approved Standard Contractual Clauses.

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11. Your Rights

Under UK GDPR, you have the right to:

- be informed about how your data is used;
- access your personal data;
- request correction of inaccurate data;
- request deletion of your data;
- restrict processing;
- object to processing;
- request transfer of your data;
- withdraw consent at any time (where applicable); and
- lodge a complaint with the ICO.

To exercise any of your rights, please contact us using the details below.

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12. Accessing Your Personal Data

You may request a copy of the personal data we hold about you. This is known as a Subject Access Request.

Requests can be made using the contact details below.
We will normally respond within one month of receiving your request.
In limited circumstances, we may extend this period where permitted by law.

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13. How To Contact Us

If you have any questions about this Privacy Notice or how we handle personal data, please contact:
Emma Binstead-Smith
Email: emma.binsteadsmith@webpost.com
Telephone: 0800 074 2425
Postal Address: Sucklings Yard, Church Street, Ware, SG12 9EN

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14. Complaints

If you are unhappy with how we use your personal data, you have the right to complain to the Information Commissioner's Office (ICO).

Website:
Information Commissioner's Office
Complaints page:
Make a complaint to the ICO

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15. Children's Data

Our services are not intended for children under the age of 18 and we do not knowingly collect personal data relating to children.

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16. Changes To This Privacy Notice

We may update this Privacy Notice from time to time to reflect:

- changes in the law;
- changes to our services; or
- changes to how we process personal data.

The latest version will always be available on our website.