



## Our Company Privacy Policy

Fanela is a private limited company providing printed and embellished garments to Marketing, Merchandising, Retail, Sports and Promotional wear Industries. This privacy policy will explain how our organisation uses the personal data we collect from you when you use our services.

### What data do we collect?

Our company collects the following data:

Personal Identification Information e.g. Names, addresses, phone number & email address etc.

Licensed and unlicensed artwork and images.

Billing information e.g. Sales pricing & cost prices etc.

Your company employee contact details e.g. Names, telephone numbers and email addresses etc.

Our company may also receive alternative delivery addresses for receipt of goods.

### How do we collect your data?

You directly provide our company with most of the data we collect. We collect data and process data when you:

Register on-line or place an order for any of our products or services.

Voluntarily complete a customer survey or register feedback on our message boards.

Use or view our website via your browser cookies

### How will we use your data?

Our company collects your data so that we can:

Process your order(s) and manage your account.

Email you with special offers on other products and services we offer.

All data you provide is strictly confidential at all times. We do not share or disclose your data with any third-party organisation unless we have your written authorisation, or you have requested us to do so to manage your orders or account. The only exception to this criteria is whereby we are duly required by law for legal requirements.

Our company may also receive alternative delivery addresses for receipt of goods.

When our company processes your order we may send personal identification Information to courier and delivery companies for the purpose of delivering orders you have placed with us.

### How do we store your data?

Our company securely stores your data on our encrypted server and information software located on our private and secure business premises in Coalville.

Our company data and all IT software is backed up daily to our encrypted IT support company based in the West Midlands. The IT supplier name can be provided if you request this in writing but will not be divulged publicly for security purposes.

The type of data and period of time we store your data is as follows:

Your customer delivery details – 12 months from receipt of order.

Licensed or unlicensed artwork – 2 years from receipt of artwork.

Your personal contact details and billing information - 7 years

Once these periods of time have expired, we will delete your data by secure electronic deletion processes and software packages and secure confidential waste disposal for printed data.



## Marketing

Our company would like to send you information about products and services we offer from time to time. If you agree to receive marketing information you may always opt out at a later date. You have the right to opt out and stop our company contacting you for marketing purposes by emailing [sales@fanela.co.uk](mailto:sales@fanela.co.uk).

## What are your data protection rights?

Our company would like to make sure you are fully aware of all your data protection rights. Every customer or user is entitled to the following:

**The right of access** – You have the right to request copies of your data that our company stores.

**The right to rectification** – You have the right to request our company corrects information you believe is incorrect, incomplete or inaccurate, providing this is not for unlawful reasons or interfere with pending legal investigations.

**The right to erasure** – You have the right to request our company erase any or all of your data, providing this is not for unlawful reasons or interfere with pending legal investigations.

**The right to object to processing** – You have the right to object to our company processing your personal data, providing this is not for unlawful reasons or interfere with pending legal investigations.

**The right to data portability** – You have the right to request that our company transfer the data that we have collected to another organisation, or directly to you, providing you lawfully own the data and providing this is not for unlawful reasons or interfere with pending legal investigations.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us by:

Email at [sales@fanela.co.uk](mailto:sales@fanela.co.uk)

Telephone on 01530 517 777

Or write to us at Fanela Ltd, Unit 21, Snibston Drive, Coalville, Leicestershire, LE67 3NQ

## Cookies

Our company only uses cookies to keep you signed into our website and understand how you use our website only.

Cookies are text files placed on your computer to collect standard internet logging and behaviour information.

Our company only uses functionality cookies so that we recognise you on our website and remember your previously selected preferences. We do not use advertising cookies.

You can set your browser not to accept cookies and tutorials are available through search engines to tell you how to remove cookies from your browser.

## Privacy policies of other websites

You may access our company website from other websites or applications. Our privacy policy applies only to our website, so if you access from another website you should read their individual privacy policy.

## Changes to our privacy policy

Our company keeps its privacy policy under regular review and places updated versions on its website. A printable version of our privacy policy is available at all times on our website at [www.fanela.co.uk](http://www.fanela.co.uk).

## Complaints

Should you wish to report a complaint or if you feel that our company has not addressed your request in a satisfactory manner you may contact the Information Commissioner's Office (ICO) via their website at [www.ico.org.uk](http://www.ico.org.uk).

Policy Revision effective from 1 February 2023

Policy Version 3.1