

# PRIVACY POLICY



This Privacy Policy explains how we use any personal information we collect about you when you use this website or contact us directly.

## The General Data Protection Regulation

The General Data Protection Regulation 2016 requires us to manage personal information in accordance with Data Protection Principles and in particular requires us to process your personal information fairly and lawfully. This means you are entitled to know how we intend to use any information you provide. You can then decide whether you want to give it to us in order that we may provide the product or service that you require.

All our employees are personally responsible for maintaining customer confidentiality and will do their utmost to keep all data accurate, timely and secure. We provide training and education to all employees to remind them about their obligations.

## What information do we collect about you?

We collect information about you when you register with us or place an order for products or services. We also collect information when you voluntarily complete customer surveys, provide feedback and participate in competitions. Website usage information is collected using cookies - please see our Cookie Policy for more information (link in website footer).

If you are asked to give personal information on our pages, such as for example your name, address, phone number or email address, you will be given an opportunity to consent to how your data is used.

## How will we use the information about you?

We will use your data to provide you with the product or service you have requested.

We may use your data for marketing purposes, conducting surveys and providing you with information on our products or services, but only following your conscious consent (please submit the 'newsletter' sign up via the relevant forms on our website to receive communications from Red). You have a right at any time to stop us from contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes, please email [hello@red-gs.co.uk](mailto:hello@red-gs.co.uk), or click the 'unsubscribe' link contained within our client emails.

Any personal information we have gathered will not be shared with anyone outside of our company or other companies that provide us with services. Where you supply us your personal information, we will tell you what we plan to do with your information.

## How long will the information be stored for?

We will store the information in a secure and protected environment for as long as we believe it will better help us to understand how we can serve you and respect your wishes. However, this will be for a reasonable period and only for as long as is necessary. In addition, legislation might oblige us to store information for a certain period of time.

## Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us at the address noted below. We will not make a charge for this service.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

## Cookies

We may collect technical data about the type of Internet Browser and computer operating system that you use. This information does not identify you as an individual and is used only for tracking of site use. This is a technology called "cookies" which can be used to provide you with tailored information from a website. A cookie is an element of data, a file which is nothing but a line of text that a website can send to your browser, which may then store it on your system. This will help us to identify you when you return to the site and allow us to tailor content to your personal preferences. For more information about cookies, please see our Cookie Policy (link in website footer).

You can set your browser to notify you when you receive a cookie, giving you the chance to decide whether or not to accept it. However, in a few cases some of our website features may not function as a result.

## What about Internet & Site Security?

The Internet is not a secure system and you should always be cautious about the information you disclose whilst online as there is a risk that it could be intercepted.

## How do I contact you?

If you have any queries, requests or complaints on the subject of data protection or would like to opt out of any contact or communications, please do not hesitate to contact our Data Protection Officer at the address below: -

Data Protection Officer  
117 Lady Lane, Chelmsford, Essex. CM2 0TJ

Email: [hello@red-gs.co.uk](mailto:hello@red-gs.co.uk)

Telephone: 0203 478 9610

If a copy of our retention policy is required please contact our office.