

Privacy Policy

This policy will explain how we obtain and use your personal data and meet legal requirements.

Who we are

AH-graphics is the data controller when it comes to the processing activities mentioned in this document. What this means is that AH-graphics decides why and how to collect and process your personal data.

In this policy AH-graphics is referred to whenever 'we', 'our' or 'us' is used.

Who you are

This policy notice applies to you if you have completed a contact form on www.ah-graphics.co.uk or have contacted AH-graphics design services via email or telephone.

What information do we collect and how do we collect it?

At point you submit a contact form from our website we will collect the following data:

- Full name
- Email address
- Telephone Number
- Project Details

If you are, or have previously been in contact with AH-graphics then we will already have collected this information.

We will automatically collect information when you browse our website, however this will not be personally identifiable data. More information about this can be found in our section about Cookies

How will we use your personal information?

The information that we collect from you is used solely for the purposes of AH-graphics. This may be in the form of a contact form being completed or through email or telephone correspondence with you.

In order to make sure that the information we collect from you is accurate, it is important that you contact us to advise us of any changes to your personal information.

Who will we share your information with?

AH-graphics will not share your personal information with anyone. If the need arises we will contact you for permission to do so.

How long do we keep your information for?

Any personally identifiable data captured as part of a contact form being completed or email conversations between AH-graphics and you will be kept for 3 years. After 3 years, any correspondence that is no longer relevant will be deleted. Any correspondence which relates to work being carried out by AH-graphics will remain but will be archived.

What rights do you have over the personal information we hold?

You have rights over the information that we hold on you. Some of these rights will be newly enforceable under the General Data Protection Regulation (GDPR) on 25th of May, 2018. If you would like to exercise these rights, please contact us using the contact details listed at the end of this policy notice. Under the GDPR, you have the right to:

- Access any personal information that we hold about you, which must be provided in a portable electronic format
- Correct any inaccuracies in the personal information that we hold about you
- Request that we stop sending you direct marketing communications in particular situations, you have the right to:
- Have your personal information removed from the systems we use
- Change and restrict the way that we process your personal data
- Receive a copy of your personal data in an electronic data file
- Object to processing of your personal data by us.

If you have concerns about the ways that we have processed or used your personal information, it is within your rights to complain to the Information Commissioner's Office (ICO). More details on this subject can be found on the ICO's website.

Information about our use of cookies

A cookie is a small file (typically letters and numbers) which may be placed on your computer when you access our website. A cookie cannot read your computer's hard disk or make any information available to third parties. Through the cookie we can recognise your computer and browsing activity if you return to the website, allowing us to provide you with a better service. We also track user traffic patterns in order to determine the effectiveness of our website. We do not release this information to third parties.

We use cookies to allow our website to recognise when you return to our site (which helps us to optimise your visits) and cookies to track the length of each visit.

We use Google Analytics which allows us to collect information about how you use our site, your visits will be tracked anonymously. We use Google Analytics to understand how our website is being used in order to improve the experience for you. All user data is anonymous.

We use social buttons such as Twitter, Google, Facebook and LinkedIn to share or bookmark pages on our site or email updates. Those sites may collect information about your internet activity, including if your visit to our site (even if you don't click on the button if you're logged on to their site). You should check the privacy and cookies policy of each of these sites to see how they use your information and find out how to opt out and delete such information.

You are able to manage cookies. If you want to block all cookies all of the time you can set your computer preferences to do so.

Our website does not require you to input personal data to use it. You may however volunteer personal data such as your name and email address to request information. That information is required to deal with your query appropriately.

Contact us

Please direct any queries about this policy or about how we collect and process your personal information to info@ah-graphics.co.uk.