

SIGNS & PLASTIC PRODUCTS LTD.

The Pearson Building, Bright Street,
Middlesbrough TS1 2AA
Tel. 01642 246087

Privacy Policy

Introduction

Our privacy policy explains how we use any personal information we collect about you. If you provide information when dealing with us, it will only be used in the ways described in this privacy policy. If you have any questions about this policy please email mailbox@spp.uk.com

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 etc Website usage information is collected using cookies and Google Analytics.

When ordering or buying from us we will store your name, e-mail address, mailing address, phone number, as well as product and payment details.

We will use this information to provide the services requested, maintain guarantee records and, if you agree, to send you marketing information. We will not share your information for marketing purposes with external companies. For more information explaining how we use your information please read on.

How will we use the information about you?

We collect information about you to process your order, manage your account and, if you agree, to email you about other products and services we think may be of interest to you. We may use your information to:

- 1. Improve customer service.** Your information helps us to more effectively respond to your customer service requests and support needs.
- 2. Process transactions.** Your information will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the purchased product or service requested.
- 3. Send periodic emails.** The email address you provide, will only be used to send you information and updates pertaining to your order or to advise of updates and/or promotions relating to our products and services.

We will not share your information for marketing purposes with external companies. In processing your order, we may send your details to, and also use information from credit reference agencies and fraud prevention agencies, as well as to our courier service companies.

How do we protect your information?

We implement a variety of security measures to maintain the safety of your personal information. Electronic data is password protected and encrypted where possible, non-electronic data is securely stored with limited access to authorised staff only.

Card payments remain compliant with the PCIDSS card processing industry standard requirements and only partial card details are kept, these are paper copies securely stored, all card payments via our website are handled by Paypal via Secure Socket Layer (SSL) technology and encrypted into our Payment gateway providers database only to be accessible by those authorised with special access rights to such systems, and are required to keep the information confidential. After a Paypal transaction initiated on our website, your private information (credit cards, social security numbers, financials, etc.) will not be stored on our servers.

We also follow stringent procedures to ensure we work with all personal data in line with the GDPR (General Data Protection Regulation).

Marketing

We take your privacy seriously and we will only use your personal information for the purpose of managing your account and providing the products and services that you have requested from us.

We would however, from time to time, like to send you information about products, services and promotions, relating to our products, which may prove of interest to you. If you are happy to receive such information please confirm below, you may opt out at a later date.

To opt-in to receive marketing communications from Signs and Plastic Products - [CLICK HERE](#). You have a right at any time to stop us from contacting you for marketing. If you no longer wish to be contacted for marketing purposes, please [CLICK HERE](#)

Access to your information and correction/deletion

You have the right to request a copy of the information that we hold about you.

To receive a copy of your personal information you can email us at mailbox@spp.uk.com or write to us at the following address: The Pearson Building, Bright Street, Middlesbrough, TS1 2AA

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.

Should you wish to remove all held information please contact us in writing at the above address and all personal/account data will be deleted/anonymised.

We will never lease, distribute or sell your information to third parties unless we have your permission or the law requires us to do so.

Do We Use Cookies on our website?

Yes. Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow) that enables the sites or service providers systems to recognize your browser and capture and remember certain information.

We use cookies and Google Analytics to monitor usage by tracking which URLs are accessed and the sequence in which they are accessed.

The information collected will not include any information from which you will be identifiable. You can set up your browser to reject cookies, although some functionality of the website may be impaired. If you prefer, you can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies via your browser settings. Like most websites, if you turn your cookies off, some of our services may not function properly.

For further information visit www.aboutcookies.org or www.allaboutcookies.org.

Links from Our Site

Our website may contain links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies. When someone visits sppsafetysigns.co.uk we use a third party service, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it. [Google Analytics Privacy Policy](#)

Our Payment Service

Payments made on our website are completed using a secure third party platform, allowing simple, safe and reliable transactions to be made. [PayPal Privacy Policy](#)

Changes to our privacy policy

We keep our privacy policy under regular review.
This privacy policy was last updated on 5th June 2018.

How to contact us

If you have any questions about our privacy policy or information we hold about you please - [Contact us](#)