



# Knights Privacy Policy

## Use of Private Information Policy (GDPR)

Last updated: 1st October 2019

### Summary

We respect the EU's General Data Protection Regulations (GDPR) and this policy explains how we collect and treat any information you give us. You won't find any complicated legal terms or long passages of unreadable text. We've no desire to trick you into agreeing to something you might later regret.

Our policy covers:

- Why we value your privacy
- How we collect information
- What information we hold
- Where we store your information
- What we use your information for
- Who's responsible for your information at our company
- Who has access to information about you
- The steps we take to keep your information private
- How to complain
- Changes to the policy

### Why we value your privacy

We value your privacy as much as we do our own, so we're committed to keeping your personal and business information safe. We're uncomfortable with the information companies, governments, and other organisations keep on file, so we ask for only the bare minimum from our customers to help us operate our company. We'll never use your personal information for any reason other than why you gave it, and we'll never give anyone access to it unless we're forced to by law.

### How we collect information

We ask for contact information including your name, email address, and phone number, on our website so that we can reply to your enquiry.

Our website uses cookies and scripts that are designed to tell us how you are using our website so we can find out the areas of our business you might be interested in. We collect your email address when you sign up for one of our newsletters or contact forms.

We ask for your account and contact information when you hire or buy something from us.

**Knights Digital Limited**

The Print Centre, Johnson Street, Atherton, M46 0RB

T: 01942 466 052 | W: <https://knightsdigital.org/> | E: [hello@knightsdigital.org](mailto:hello@knightsdigital.org) | VAT: 301028861 | Co: 11466377



Occasionally, we might receive your contact information from one of our partners. If we do, we protect it in exactly the same way as if you give it to us directly.

## **What information we hold**

When you contact us by email or through our website, we collect your name, email address, phone number, sometimes a social media username, and the company you work for, if you've given us that.

If you sign up for a newsletter, we only collect your name and email address. When you buy something from us, we collect your name, email address, phone number, and a delivery address.

If you do business with us, we also collect your business name and bank details and keep records of the invoices we send you and the payments you make. All purchases are processed via either Stripe, GoCardless, or via direct BACS payment to our bank accounts. If you call us, we may record the call in our phone system.

## **Where we store your information**

When you visit our website we store anonymous activity in various analytics platforms such as Facebook Business, Google Analytics, and Tawk.to. When you contact us by email or through our website, we store your information in our Customer Relationship Management (CRM) software. If you sign up for a newsletter, we store your email address in MailChimp, which is the marketing platform we prefer. If we do business, we store your information in our accounting software, proposal software, project management platforms, and our local file storage servers. If you call us, we may record the call and store it in our phone system and reference it in our CRM.

We chose our specific systems partly for their commitment to security.

## **What we use your information for**

We occasionally use your contact information to send you details of our products and services. When we do, you have the option to unsubscribe from these communications and we won't send them to you again. We might also email or phone you about our products and services, but if you tell us not to, we won't get in touch again. We will use your information to send you invoices, statements, or reminders. We store payment history, phone calls, proposals and contractual information to help us with our legal obligations to provide any services you have commissioned us for.



## Who's responsible for your information at our company

Dan Ackers, our Director, is responsible for the security of your information. You can contact them by email at [hello@knightsdigital.org](mailto:hello@knightsdigital.org) or by phone on 01942 446 052 if you have any concerns about the information we store.

## Who has access to information about you

When we store information in our own systems, only the people who need it have access. Our management team have access to everything you've provided, but individual employees or subcontractors have access to only what they need to do their job.

## The steps we take to keep your information private

Where we store your information in third-party services, we restrict access only to people who need it. We store passwords in LastPass, an encrypted password manager, use a different, randomly generated password for each service, and never use the same password twice.

The computers we use are all encrypted using Mac OS X drive-level encryption and are protected by a passcode or fingerprint access. These computers ask for authentication whenever they're started or after 5 minutes of inactivity. Our mobile devices are also protected by fingerprint or facial recognition.

All of our online services where your information is stored are protected by some sort of two-factor authentication for an extra layer of security should a password be compromised.

## How to complain

We take complaints very seriously. If you've any reason to complain about the ways we handle your privacy, please contact Dan by email at [hello@knightsdigital.org](mailto:hello@knightsdigital.org) or by phone on 01942 446 052. If you're the letter writing type, send your envelope to Knights Digital Limited The Print Centre, Johnson Street, Atherton, M46 0RB.

## Changes to the policy

If we change the contents of this policy, those changes will become effective the moment we publish them on our website.