

Privacy and cookie policy

This Privacy Policy sets out the data processing practices of RNB Group Limited. Please note that all data thus captured will be used and held in accordance with the requirements of the Data Protection Act 2018.

The scope of RNB Group Limited's business covers digital and lithographic printing, packing and postal fulfilment, direct marketing, data and document management, web to print and associated storage and distribution services.

RNB Group limited is the controller and our Data Protection Officer is Paul Horvath. If you have any requests concerning your personal data or any queries with regard to how we handle your data you can contact the DPO by phone on 0113 2100 055, email paul.horvath@rnbgroup.co.uk or write to us at RNB Group Limited Unit 2, Silver Royd Business Park, Silver Royd Hill, Leeds, LS12 4QQ.

Purpose of processing your personal data

Activity	Purpose of processing	Lawful basis
Making an enquiry	Dealing with your enquiries or requests	Contract
	Providing you with information about our products and services	Consent/Legitimate interests

1. Marketing

We may periodically use your personal data to send you details of products or services that we offer that we have identified as likely to be of interest to you. We will only send you information in line with the preferences you indicated when you provided the personal data.

If at any point you would like to opt-out of receiving communications from us, or would like to change the channels (such as email or post) that we use to contact you, please contact Paul Horvath at email address paul.horvath@rnbgroup.co.uk or write to us at Unit 2 Silver Royd Business Park, Silver Royd Hill, Leeds, LS12 4QQ.

Third party marketing

RNB Group limited will not pass any personal data provided by you to any third party for marketing purposes.

2. Recipients/categories of recipients

In carrying out our business including our obligations to you, we may use sub-contractors. These will be print finishers based in the U.K. who will carry out tasks that RNB Group Limited cannot complete in house.

No data will be transferred electronically but personal data may be printed on materials sent to sub-contractors for print finishing.

We will ensure that they respect your privacy and abide by all data protection laws. We will always ensure we have a written data processing agreement with these processors.

3. Transfers to third countries

RNB Group Limited will not transfer any data to third countries.

4. Retention periods

We will keep your personal data in connection with the services/products you have bought for 7 years after the last purchase. We need to retain this data for our own accounting purposes and for legal and tax purposes.

In terms of personal data we use for marketing, we will keep this data for as long as we are able to market to you and if you withdraw your consent or opt-out of marketing communications, we will keep your contact details only to ensure that we do not contact you again for marketing purposes.

5. Data subject's rights

You have rights in respect of your personal data. We will need to confirm your identity before we can consider your request so, if you wish to exercise any of these rights, we will need copies of any 2 of the following 4 forms of identity. A valid passport, driving licence or European Union I.D card or a utility bill dated within 1 month of the date of request.

The right to be informed – you have the right to be told about the collection and use of the personal data you provide. This privacy policy sets out the purpose for which we process your personal data, how long we will keep your data, who we will share your data with. If you have any questions on how and why we process your data please contact the Data Protection Officer using the contact details provided in this policy. If you want to know more about this right, the Information Commissioners Office has more guidance on their website: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-to-be-informed/>

Right of access – you have the right to know whether we are processing your personal data, and to a copy of that data. We would need as much information as possible to enable us to locate your data. We will respond to your request within 28 days of receipt of your request. If you want to exercise this right, please contact the Data Protection Officer using the contact details provided in this policy. If you want to know more about this right, the Information Commissioners Office has more guidance on their website: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-of-access/>

Right to rectification – you have the right to have any incorrect personal data corrected or completed if it is incomplete. You can make this request verbally or in writing. We will need as much information as possible to enable us to locate your data. We will look at any request and inform you of our decision within 28 days of receiving the request. If you want to exercise this right, please contact the Data Protection Officer using the contact details provided in this policy. If you want to know more about this right, the Information Commissioners Office has more guidance on their

website: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-to-rectification/>

Right to erasure – this right, often referred to as the right to be forgotten allows you to ask us to erase personal data where there is no valid reason for us to keep it. We will look at any request and inform you of our decision within 28 days of receiving the request. If you want to exercise this right, please contact the Data Protection Officer using the contact details provided in this policy. If you want to know more about this right, the Information Commissioners Office has more guidance on their website: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-to-erasure/>

Right to restrict processing – you have the right to ask us to restrict processing of your data. We will look at any request and inform you of our decision within 28 days of receiving the request. If you want to exercise this right, please contact the Data Protection Officer using the contact details provided in this policy. If you want to know more about this right, the Information Commissioners Office has more guidance on their website: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-to-restrict-processing/>

Right to data portability – you have the right to move, copy or transfer your personal data from one IT environment to another. This right applies to data that you have provided to us and that we are processing on the legal basis of consent or in the performance of a contract and that processing is by automated means. We will respond to your request within 28 days of receipt of your request. If you want to exercise this right, please contact the Data Protection Officer using the contact details provided in this policy. If you want to know more about this right, the Information Commissioners Office has more guidance on their website: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-to-data-portability/>

Right to object – you have the right to object to our processing of your personal data based on (i) legitimate interests, or for the performance of a task in the public interests/exercise of official authority (including profiling); (ii) direct marketing (including profiling); and (iii) for purposes of scientific/historical research and statistics.

- (i) Legitimate interests/legal task – your objection should be based on your particular situation. We can continue to process the data if we can demonstrate compelling legitimate grounds which override your interests.
- (ii) Direct marketing – you have an absolute right to ask us to stop processing for the purposes of direct marketing. We will action your request as soon as possible.
- (iii) Scientific/historical research and statistics - your objection should be based on your particular situation. If we are conducting research where the processing is necessary for the performance of a public task, we can refuse to comply with your objection.

If you want to exercise this right, please contact the Data Protection Officer using the contact details provided in this policy. If you want to know more about this right, the Information Commissioners Office has more guidance on their website: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-to-object/>

Rights relating to automated decision making including profiling – you have the right in respect of automated decision making, including profiling. Where we carry out solely automated decision making, including profiling, which has legal or similarly significant effects on you, we can only do this if it is in connection with a contract with you, we have a right under law or you have provided your

explicit consent. We will tell you if this happens and tell you how you can request human intervention or challenge the decision. If you want to exercise this right, please contact the Data Protection Officer using the contact details provided in this policy. If you want to know more about this right, the Information Commissioners Office has more guidance on their website:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/rights-related-to-automated-decision-making-including-profiling/>

6. Processing based on consent

Where we process your personal data based on your consent you have the right to withdraw that consent at any time without reason. You can opt-out by using the unsubscribe/opt-out in any marketing we send you and you can contact the Data Protection Officer using the contact details provided in this policy.

7. The right to lodge a complaint to the supervisory authority

If you are unhappy with any aspect of our handling of your data you can make a complaint to the Information Commissioner's Office - <https://ico.org.uk/concerns/>

8. Statutory/contractual requirement to provide personal data.

The personal data that you provide to us is necessary for us to carry out any contract you have entered into with us or for us to perform our obligations under Statute. This includes your name, the address you provided, your contact details and the text of any enquiry you made.

9. Automated decision making including profiling

RNB Group Limited will not carry out any automated decision making or automated profiling.

10. Cookies.

A cookie is a small piece of information sent by a web server to a web browser, which enables the server to collect information from the browser. Find out more about cookies on <http://www.allaboutcookies.org/>

We use cookies to identify you when you visit this website and to keep track of your browsing patterns and build up a demographic profile.

Our use of cookies also allows registered users to be presented with a personalised version of the site, carry out transactions and have access to information about their account.

Most browsers will allow you to turn off cookies. If you want to know how to do this please look at the menu on your browser, or look at the instruction on <http://www.allaboutcookies.org/> Please note however that turning off cookies will restrict your use of our website.

Cookies we use

Cookie	What it does	How to disable and consequences
PHPSESSID	Preserves user session state across page requests.	Disable through browser, session information lost.
@@History//scroll/!#	PDF and video viewer function.	Disable through browser, PDF and video function reduced.

_distillery	Collects stats on website video viewing.	Disable through browser. Disable consequences not known.
_ga	Generates statistical data on how visitors use the website.	Disable through browser. Disable consequences not known.
_gat	Used by Google Analytics to throttle request rate.	Disable through browser. Disable consequences not known.
_gid	Registers a unique I.D. that is used to generate statistical data on how the visitor uses the website.	Disable through browser. Disable consequences not known.
nf_wp_session	Unclassified	Disable through browser. Disable consequences not known.
Wistia-http2-push-disabled	Unclassified	Disable through browser. Disable consequences not known.

11. Third party websites.

Our website may contain links to other websites that are outside our control and are not covered by this Privacy Policy. If you access other sites using the links provided, the operators of these sites may collect information from you that will be used by them in accordance with their privacy policy, which may differ from ours.

12. Changes to the privacy policy.

This privacy policy is regularly reviewed and will be updated when necessary. If we make any significant changes to the policy we will communicate these to you.