

Last updated – 23/05/2018

## **Privacy policy**

This privacy policy only applies to Fast Key Services Ltd ([www.Fastkeys.co.uk](http://www.Fastkeys.co.uk)), and does not cover other services and transactions that we link to. These services, such as SagePay, have their own terms & conditions and privacy policies.

We collect certain information or data about you when you use Fast Key Services.

We collect:

- your contact details, Including Invoice address, delivery address, email address and a telephone number upon registering
- optional details about where you found us
- optional details of what industry you are in
- your email address and subscription preferences when you sign up to our email alerts
- if you choose a different delivery address to your invoice address, those details are automatically stored for future purchases

We do not store payment details of any kind, nor do we accept payment via email, if payment details are received by us they will be deleted immediately.

### **Where your data is stored**

We store your data on secure servers within the Fast Keys premises as well as a secure Online Amazon Server.

### **When you sign up to our promotional emails**

We will use your information to send you promotions if requested upon registering. You can also choose to receive the promotional emails via the dashboard after registering. If you wish to unsubscribe to the promotional emails you will find this function on the dashboard of your account.

We use our own local email host to send the promotional emails, otherwise we may outsource to a third party mail distributor.

As a subscriber to our email alerts, we may contact you from time to time to ask for your feedback on how to improve our services.

### **Keeping your data secure**

Sending information over the internet is generally not secure, and we can't guarantee the security of your data while it is in transit.

## **Cookies**

Cookies are unique identifiers that we transfer to your device to enable our systems to recognise your device and to provide features such as recently viewed items, interest-based advertisements on other websites and storage of items in your shopping basket between visits.

- We also use cookies for additional purposes, including:
- Identifying you when you sign-in to our site.
- Delivering content, including advertisements relevant to your recently viewed on [www.fastkeys.co.uk](http://www.fastkeys.co.uk) as well as third-party sites
- Keeping track of items stored in your shopping basket
- Conducting research and diagnostics to improve Fast Key Services content, products and services.
- Improve security

## **Cookies and browser settings**

The Help feature on most browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie and how to disable cookies altogether. Additionally, you can disable or delete similar data used by browser add-ons, such as Flash cookies, by changing the add-on settings or visiting the website of its manufacturer.

## **Internet advertising**

You may find on some unaffiliated sites Fast Key Services displays interest-based advertising using information you make available to us when you interact with our site. Interest-based ads, also sometimes referred to as personalised or targeted ads, are displayed to you based on information from activities such as browsing products on our website.

We do not provide any personal information to advertisers or to third party sites that display our interest-based ads. However, advertisers and other third-parties (including the ad networks, ad-serving companies, and other service providers they may use) may assume that users who interact with or click on a personalised ad or content are part of the group that the ad or content is directed towards. Also, some third-parties may provide us information about you (such as demographic information or sites where you have been shown ads) from offline and online sources that we may use to provide you more relevant and useful advertising.

Third party advertisers or advertising companies working on their behalf sometimes use technology to serve the advertisements that appear on our sites directly to your browser. They automatically receive your IP address when this happens. They may also use cookies to measure the effectiveness of their advertisements and to personalise advertising content. We do not have access to or control over cookies or other features that advertisers and third party sites may use. The information practices of these advertisers and third party websites are not covered by our privacy policy. Please contact them directly for more information about their privacy practices. [www.bulldogdigitalmedia.co.uk](http://www.bulldogdigitalmedia.co.uk)

### **Any data you send is at your own risk.**

We have procedures and security features in place to keep your data secure once we receive it.

### **Disclosing your information**

We may pass on your personal information if we have a legal obligation to do so, or if we have to enforce or apply ours and others agreements. This includes exchanging information with other departments for legal reasons.

We won't share your information with any other organisations for marketing, market research or commercial purposes.

### **Your rights**

Under the new GDPR guidelines, customers/users have the right:

#### To be informed – Article 14

You have the right to know what information we have collected and stored about you on our system. You can find out what information we save within this Privacy Policy.

#### Of access – Article 15

This means you can view all the same information that we can see including email address, invoice address, saved delivery addresses as well as past orders. The GDPR clarifies that the reason for allowing individuals to access their personal data is so that they are aware of and can verify the lawfulness of the processing (Recital 63).

#### To rectification – Article 16

This means that you retain the right to rectify any incorrect information we may have on you or your account. Any information we may have on you as the customer can be changed by logging into your account and visiting the dashboard. If you have any issues you can contact via the contact details supplied at the bottom of our web page. If you have contacted us to rectify your information we will send you a confirmation email once it has been updated in conjunction with article 19 of the GDPR.

#### To erasure – Article 17

This means you have the right to your personal information being deleted from our system. This only applies when the information is no longer necessary to complete an already agreed to purchase or service. Once this information has been removed you will receive one last confirmation notice telling you what information has been deleted, this in conjunction with article 19 of the GDPR. We still retain the right to hold invoices and purchase history for archiving purposes for 6 years at the end of the current tax year.

#### To restrict processing – Article 18

This means that once we have collected the relevant information for you upon registering, you have a right to tell us to stop processing your information in the following circumstances:

- If you find your personal information is incorrect on our system, you can halt all processing until we have rectified this.
- If we no longer have a need for your information, you can restrict us from erasing this information if you require it to exercise or defend a legal claim.

Upon restricting your information you will be informed via email to notify you of the restriction and what it is that has been restricted.

#### To data portability – Article 20

This gives you access to all information we have on you and your past orders. This information must be provided in a machine readable format that can be transferred to other organisations. In accordance with this article we can either send this information directly to you as the customer or if you would so prefer we can transmit this information directly to the opposite party involved.

#### Promotional Emails

If you have signed up for promotional emails, you can unsubscribe at any time by signing into your account and visiting the dashboard or you can contact us via email or telephone using the details provided at the bottom of the page in the “Contact Us” Column. This is in accordance with article 21 of the GDPR (The right to object)

#### Automated decision making – Article 22

In accordance with this article we have no auto decision making on our website or within the business that would affect the customers. This means we won't process any information we haven't received permission for. An example of this would be that we will not have any pre-checked boxes, this includes the promotional emails, terms & conditions or the privacy policy.

#### **Closing your account**

If you wish to close your account you can make a request to us either by email or telephone and we will remove all your account details from our system in conjunction with article 17 (Right to erasure). For legal purposes we will not remove any of your past orders or invoices for at least 6 years. We will then send you a confirmation email once your information has been removed and checked by our IT Administrators.

## **Complaints**

In compliance with article 77 every customer for whatever reason may direct your complaints to a supervisory authority if you so wish without prejudice to any other administrative staff. The supervisory authority will then keep you up to date of the progress and outcome of the complaint.

## **Notification of data breach**

In the event that there is a data breach on our system all parties involved will be notified of what information has been taken as well as the approximate number of subjects involved. This notice will contain the name and contact details of our of the staff member dealing with the issue or another contact point where more information can be provided about the breach.

## **Changes to the privacy policy**

Whenever we make a change to our privacy policy, the updates will be displayed on this page and you may see a notification within our blog.

## **Contact**

You may contact us at any time about our site, the terms & conditions or the privacy policy at [sales@fastkeys.co.uk](mailto:sales@fastkeys.co.uk).

Thank you for taking your time in reading this policy

Happy Shopping!