

Website Privacy and Cookies Policy

In this online privacy and cookies policy we explain how we collect and use your personal information. 'We' means Mailway Packaging Solutions Ltd, 12-16 Pitcliffe Way, Upper Castle Street, Bradford, BD5 7SG. We are the data controller for the purposes of the Data Protection Act 2018 and the EU General Data Protection Regulation. This policy applies only to information collected through our website and not to information collected elsewhere.

Should you wish to discuss your data in further detail, you can go to the 'Contact' tab of our website to contact us with any questions you may have about privacy or data protection; <https://www.mailway.co.uk/contact>.

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

You are not required (by law or by any contract with us) to provide personal information to us via this website. We will only require you to provide personal information to us where it is necessary for us to provide you with a service at your request.

Information you provide to us

We may receive personal information about you whenever you contact us. For example, by doing the following:

- Enquiring about, or applying for, job vacancies
- Enquiring about our products or services

This information may include the following:

- Normal identification information, such as your full name
- Contact information, such as your email address and telephone number
- In respect of job applications, your CV including details of your education and employment history (and any other information you choose to provide on or with your CV)

Information we collect about you on our website

We collect session information about you using cookies. For more information about how and why we use cookies, please refer to the cookies section at the end of this policy.

When you visit our website we may collect the following session data:

- Which pages you view and which links you follow
- Your IP address

Our website is not intended for children and we do not knowingly collect data relating to children.

How do we use your personal information?

Responding to enquiries about our products and services

It is necessary for us to use the personal information provided by you, through our 'Contact' form submission, to respond to your enquiries or questions. We will only use your information in this respect where it is necessary so that we can:

- Interact and respond to any communications you send us
- Provide you with information about our products and services
- Deal with any complaints you may have

Recruitment

If you enquire about, or apply for, a job vacancy, it is necessary for us to use your personal information as part of the recruitment process, in order to assess your suitability for a particular role.

Maintaining Sessions and Security

We use your information to maintain your browsing session and store data for the duration of a session. This enables us to protect against malicious techniques such as Cross-Site Request Forgery (CSRF) and Cross-Site Scripting (XSS).

Who do we share your personal information with?

Sharing your information within our company

We share the information that you provide to us with our staff so that we can provide our products and services to you.

Sharing your information with third parties

We do not share the information provided on this website with third parties.

How long do we keep your personal information?

We will only store your personal information for as long as we need it for the purposes for which it was collected. Where we provide you with any service, we will retain any information you provide to us at least for as long as we continue to provide that service to you.

If you apply for a job vacancy (or otherwise send us your CV) we will retain your CV (and any publicly available information, for example from social media) for a maximum period of 6 months. In all other circumstances, we will keep your information in line with the Retention Policy/Statement currently in place.

How do we protect your personal information?

We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this policy.

All information you provide to us is stored on our secure servers.

What rights do you have in respect of your personal information?

You have the right to be informed

We must inform you about the use of any of your personal data, why we are using it, how long we will keep it for, and who we share the data with. The information we provide to you must be concise, transparent, intelligible and easily accessible. This policy was written with this right in mind, but if you have any questions or require more specific information, you can get in touch using the contact section of the website.

You have the right to access your personal data

You have the right to ask us to confirm whether or not we hold any of your personal information. If we do, you have the right to have a copy of your information and to know how we are using your information as per the above. In order to maintain the security of your information, we will have to verify your identity before we provide you with a copy of the information we hold.

You have the right to correct any inaccurate or incomplete personal data

If, when you have requested and received a copy of the information we hold about you, you notice that there are inaccuracies in the records, or that certain parts are incomplete then you can contact us so that we can correct our records.

You have the right to be forgotten

There may be times where it is no longer necessary for us to hold personal information about you. This

could be if:

- The information is no longer needed for the original purpose that we collected it for
- You withdraw your consent for us to use the information (and we have no other legal reason to keep using it)
- You object to us using your information and we have no overriding reason to keep using it
- We have used your information unlawfully
- We are subject to a legal requirement to delete your information

In those situations you have the right to have your personal data deleted. If you believe one of these situations applies to you, please get in touch using the Contact section of the website.

You have the right to restrict how we use your personal data

You have the right to ask us to stop using your personal data in any way other than simply keeping a copy of it. This right is available where:

- You have informed us that the information we hold about you is inaccurate, and we have not yet been able to verify this
- You have objected to us using your information for our own legitimate interests and we are in the process of considering your objection
- We have used your information in an unlawful way, but you do not want us to delete your data
- We no longer need to use the information, but you need it for a legal claim

If you believe any of these situations apply, please contact us.

You have the right to have a copy of your data transferred to you or a third party in a compatible format

Also known as Data Portability, you have the right to obtain a copy of your personal data for your own purposes. This right allows you to move, copy or transfer your personal data more easily from one IT system to another, in a safe and secure way.

If you would like us to transfer a copy of your data to you or another organisation in a structured, commonly used and machine-readable format, please contact us. There is no charge for you exercising this right.

You have the right to object to use of your data in some circumstances.

You can object to the processing of your data for our own legitimate interests such as when we tell you about products or services that are similar to the ones you have already bought. You can also object to the use of your data for direct marketing but we do not carry out any currently.

You have rights related to automated-decision making and profiling

We do not use automated individual decision making or profiling to make any decisions.

You have the right to raise a concern with us about how we process your data

If you have a concern about the way we are handling your information; if you think we:

- are not keeping your information secure;
- hold inaccurate information about you;
- have disclosed information about you;
- are keeping information about you for longer than is necessary; or
- have collected information for one reason and is using it for something else;

we will deal with it. We will take your concern seriously and work with you to try to resolve it.

For more information about your rights, please visit the Information Commissioners website at <https://ico.org.uk/your-data-matters/>.

Changes to our Privacy Policy

Any changes we make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy which may occur from time to time.

Complaints

If you wish to make a complaint about our collection or use of your personal data, please contact us in the first instance so that we may seek to resolve your complaint.

You have the right to lodge a complaint with the Information Commissioner's Office (ICO), the statutory body which oversees data protection law in the UK. Please visit the [ICO website](#) if you wish to lodge a complaint with the ICO.

Information about our use of cookies

A cookie is a piece of information that is held on the hard drive of your computer which records how you have used a website. Cookies allow website operators to accumulate useful information, such as whether the computer (and sometimes its user) has visited the site before.

We only use cookies to store data for the duration of the session, these are removed upon closing the website. IP addresses are used to maintain sessions and store data, this enables our providers content management system to protect against malicious techniques such as CSRF and XSS.

Managing Cookies

Users have the opportunity to set their devices to accept all cookies, to notify them when a cookie is issued, or not to receive cookies at any time. Please bear in mind that if you were to not receive cookies for our website it could prevent you from accessing the website or result in a loss of functionality.

You can manage cookies by activating the setting on your internet browser that allows you to refuse the setting of all or some cookies. Please refer to online instructions for your relevant browser if you wish to manage cookies in this way. Alternatively, you can visit the following websites for further information: www.allaboutcookies.org.

Changes to this Cookies Policy

From time to time we may change how we use and place cookies. Accordingly, we recommend that you check this page periodically in order to review our current policies and practices.