



CutLaserCut Privacy Notice

May 2018

Terms

CutLaserCut Ltd = Our, we, us, company
Privacy notice = Notice, policy
What we do = Services, projects
Who orders from us = Clients, customers

About us

Our client's privacy is particularly important to us, not only ethically but because we work with major brands who prefer to not disclose where their projects are made, therefore discretion is key and we ensure that confidentiality is always a top priority for us at CutLaserCut.

This privacy notice demonstrates how we store our client information and what we do with it, please contact us if you have any questions about our practices.

Clients

We store the following personal information:

- Names
- Company name
- Title
- Organisational title
- Email address
- Delivery address
- Invoice address
- Telephone
- Mobile number

We use a cloud-based CRM database that safely stores all the data we collect using an Amazon Elastic Compute Cloud, a Relational Database Service and Amazon CloudFront with a TLS encrypted connection, a 30 day back up, and point in time restore to the nearest minute.

This is alongside a password protected NAS drive to store any corresponding files, and a password protected online calendar for processing orders.

A process procedure is followed carefully for every order.

Delivery addresses with contact numbers are given to couriers, through a secure password protected online system. Our couriers are trusted and have their own privacy notices in place.

We do not share any details with 3rd party companies.

We only contact paying customers when we have news, like a new machine or new services, we do not intensively market through email. An emailer has been sent to clients asking they unsubscribe if they no longer wish to receive emails from us.

Staff

A letter has been emailed to all our staff detailing the information that we hold on file.

The following information we hold, which is safely stored, is as follows:

- Contact details – name, address, telephone number and email address, birthday, emergency contact details
- Holiday requests
- Sickness records
- Bank details
- Tax and pension details
- New starter info, such as CV's and covering letters
- Health and Safety records
- Disciplinary records
- Training records and certificates
- Employment contracts

This information will be kept on file for the duration of thier employment and up to 5 years after as per the current HR regulations.

If you have any queries regarding your privacy, please email privacy@cutlasercut.com.