



Privacy Notice

Updated May 2018

At Media Ace we take your privacy seriously and this policy is intended to support our commitment by setting out what personal data we collect, how we use it and keep it secure.

Collecting personal data

Personal data means any information that may be used to identify you, such as your name, title, phone number, email address or postal address.

In general, you can browse our website without giving us any personal data and we do not tie a specific visit to a specific IP address, nor do we collect cookies (small files stored on your personal computer).

However, if you should ask Media Ace for a quotation or place an order with us, we will collect personal data to enable us to:

- contact you if we need to obtain additional information in order to provide you with a quote
- properly process your order and deliver the services that you have requested
- let you know about other products and services that we feel might be of interest to you
- check our records are right every now and again

We'll also collect personal data if you are an employee of Media Ace or enquire about a job opportunity. Types of data we'll collect are:

- Name
- Contact details
- Bank details (employees only)
- NI number (employees only)

If you're an employee, we will ask you to share with us in confidence whether there are any medical conditions that you feel we should know about in case of an emergency (allergies, for example). This information will be requested via our new employee form and will never be shared unnecessarily. All our HR records are stored securely with access strictly limited to those who explicitly require it to do their job.

We believe that all of these purposes are justified on the basis of:

- our legitimate interest in running and promoting our business
- taking steps to enter into a contract with you
- for the necessary performance of a contract with you

We don't share your personal data with any other third parties; the only exception to this is where there is a legal requirement or obligation for us to do so (for example, by a court order or for the prevention of fraud or other crime).

W W W . M E D I A A C E . C O . U K

01844 212112 | sales@mediaace.co.uk
Unit 2c, Lupton Court, Lupton Road, Thame, Oxfordshire, OX9 3SE
Company Registration No: 7232926



Retention

Here's a summary of how long we intend to keep our records for:

a) Customers and prospective customers

We'll retain details of quotations and orders for a period of five years after which time it will be securely disposed of/deleted.

b) Financial and supplier records

All financial and supplier records will be kept for a period of six years from the end of the relevant financial year.

c) Current and previous employees

We'll keep information for the duration of your employment contract and then for an additional six years.

d) Job applicants

We'll keep CVs (and any interview notes for shortlisted candidates) for six months from the date of receipt.

After the time period noted above has elapsed, any data that we hold will be securely destroyed either by deletion (electronic records) or confidential shredding (paper records).

Consent

By requesting a quotation, placing an order or applying to work with us, you consent to the collection and use of the information you provide to us as outlined in this Privacy Policy. You can withdraw your consent at any time by emailing data@mediaace.co.uk.

Access to your personal data

Under GDPR, you have the right to view the information that Media Ace hold about you; any requests should be emailed to data@mediaace.co.uk and we'll respond as soon as possible.

Updating your personal data

If you would like to update your details or let us know of any omissions or errors in the information that we hold, please let us know by emailing data@mediaace.co.uk.

You can also request that we delete the personal data that we hold about you; requests should be emailed to data@mediaace.co.uk.

W W W . M E D I A A C E . C O . U K

01844 212112 | sales@mediaace.co.uk
Unit 2c, Lupton Court, Lupton Road, Thame, Oxfordshire, OX9 3SE
Company Registration No: 7232926



Data security

We take the security of all the data we hold very seriously and access to physical and digital systems is reserved only for those personnel who explicitly need access to do their job.

Customer and supplier data is held on secure databases which require both a licence and password encryption in order to gain access.

Our team members are encouraged to use strong passwords for any PCs, email and mobile devices; in addition our emails are securely hosted with Microsoft Office 365.

Regular backups of our server take place with the data being encrypted and securely stored off-site on Amazon's S3 Cloud Storage; all data is kept within the EU.

Any hard copy documents that might contain personal data are stored securely in locked filing cabinets.

In conjunction with this policy, we also have procedures and training in place covering data protection, confidentiality and security and we regularly review the appropriateness of the measures we have in place to keep the data we hold secure.

Policy updates

We reserve the right to make changes and updates to this policy without notice as and when we need to. We will always ensure that the most up to date version is publicly available on our website.

If you have any questions or concerns about our collection or use of your personal data, please get in touch via data@mediaace.co.uk and we'll be back in touch with you as soon as possible.

W W W . M E D I A A C E . C O . U K

01844 212112 | sales@mediaace.co.uk
Unit 2c, Lupton Court, Lupton Road, Thame, Oxfordshire, OX9 3SE
Company Registration No: 7232926