



PRIVACY POLICY

PLEASE READ BEFORE USING ALL DOCMAIL
PRINT AND POST SERVICES

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Privacy Policy

CFH Docmail Limited, trading as Docmail, Velopost, Dotpost and Wishing You, is part of the CFH Docmail Limited group of companies. This group also includes Print for Business Limited.

This privacy policy sets out what personal information we collect about you when you use our websites and services and how we use any personal information gathered in this way.

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What information do we collect about you?

When you create a user account with one of our websites we collect information about you, including contact information, that allows us to process any orders that you place, to manage your account, and to provide you with support.

We keep a record of orders you place to allow us to assist you with previous orders and to answer any queries you might have.

Website usage information is collected using cookies.

How will we use your information?

We collect contact details to allow us to provide you with essential services updates relating to our services (such as maintenance and downtime notices and notice of changes to our terms or privacy policy) as well as to provide invoices and reports where requested.

We also collect contact details in order to contact you about our other products and services as well as competitions or special offers where you have provided consent for us to do so.

We will not share your information with third parties for marketing purposes.

You can change your preferences about what information you want to receive from us and how in your account settings. Please email Docmail support at docmailsupport@cfh.com or call us on 01761 409701 or 01761 409702 should you require any assistance.

We collect usage information in order that we can recognise you and personalise your repeat visits to our websites.

Where you request an invoice account we may share information you have provided for credit reference purposes.

Marketing

We would like to send you information about our other products and services as well as special offers and competitions. If you have consented to any marketing when creating your account this can be changed at a later date and at any time in your account settings. Please

email Docmail support at docmailsupport@cfh.com or call us on 01761 409701 or 01761 409702 should you require any assistance.

You have a right at any time to stop us from contacting you for marketing purposes.

Access to your information and correction

You have a right to request a copy of the information that we hold about you. If you would like a copy of your information please send an email to data.protection@cfh.com. Alternatively please write to us at:

FAO: Data Protection
CFH Docmail Limited
St. Peters Park
Wells Road
Radstock
BA3 3UP

We may charge a small fee for this service.

Please ensure you provide us with your name and account number in order that we can identify you.

We may ask you for additional information in order to verify your identity. If you are unable to provide this we reserve the right to refuse to provide you with the information you have requested.

This is to protect the confidentiality of your information.

We want to ensure that any personal data we hold about you is accurate and up to date. You may ask us to correct any information that you feel is incorrect using the contact details above.

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitors to our websites and to compile statistical reports on website use.

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For further information visit www.allaboutcookies.org/cookies/ or www.aboutcookies.org.uk/

You can set your browser not to accept cookies and the above websites will inform you how to remove them. Please be aware that not accepting or removing cookies may reduce or remove certain functionality from our website.

Other Websites

Our website contains links to other websites within the CFH Docmail Limited group of companies and also other organisations external to our group. This privacy policy only applies to <http://www.docmail.co.uk> and <https://www.cfhdocmail.com> so when following links to other websites please ensure you read the privacy policies on those websites.

Changes to our privacy policy

We keep our privacy policy under regular review and we will notify users of any changes to this privacy policy.

This policy was last updated on the 25th of April 2018.



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