



## 1. Introduction

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In this document, the terms “Pinter”, “we”, “us”, “our” refer to our company, Pinter Limited, of Unit 11a, Uplands Business Park, Blackhorse Lane, London, E17 5QN. This privacy notice (“this Notice”) transparently clarifies how we collect, use, and share personal data from our interactions with people. It also explains what information we collect automatically when you (“you”, “your”) visit our website and when you register to use our services. We are committed to protecting and respecting your privacy; we are fully committed to the protection of the personal data we process in line with the data protection principles set out in the UK General Data Protection Regulation, the EU General Data Protection Regulation (where applicable) (together the “GDPR”) and the Data Protection Act 2018 (“DPA18”).

For the purposes of the GDPR in instances where you make an enquiry with us, Pinter is the controller, registered in the UK with the Information Commissioner’s Office, registration number ZA237189.

At Pinter, we mean what we say and we say what we mean. So, when we tell you we are serious about ensuring the quality, confidentiality, integrity and availability of the data we hold, and meeting our data protection obligations when processing personal data, it means our company is genuinely committed to protecting the security of your personal data. We use a variety of technical and organisational measures to help protect your personal data from unauthorised access, use, or disclosure.

We update this Notice from time to time in response to changes in applicable laws and regulations, our processing practices, and the products and services we offer. When changes are made, we’ll update the date at the top of this document. Please review this Notice from time to time to check for updates.

## 2. What information do we process?

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### Information you provide to us

We process all information you give us, either through our website, [www.pinter.co.uk](http://www.pinter.co.uk) (“our site”), or interacting with us by telephone, email or otherwise. This includes information you provide when you use or report a problem with our site, register for our service, make a purchase from us over the phone, search for a product or service, or other social media functions linked to our site.

### Information processed following an enquiry



We may process the following information:

- Name
- Date of Birth
- Email address
- Account password
- Any information you share through our social media channels
- Device information
- Location data

We use your name, email address and telephone number to contact you about your enquiry.

### **Information processed when setting up an account**

The list of information processed may include, but is not limited to:

- Name
- Address
- Email address
- Telephone number(s)
- Date of Birth
- Account password
- Payment card details
- Device information
- Location data

Payment card details are processed by Pinter for telephone transactions only. Online financial transactions are handled independently by our payment provider Stripe. Click [here](#) to view the Stripe Global Privacy Notice.

### **Cookies and Web Beacons**

We use cookies on our website and web beacons in some emails. Cookies are small text files and web beacons are small graphic images. They're downloaded to your device when you visit a website or receive certain emails, unless you've set your browser to reject them.

We use cookies to remember your preferences and improve your overall experience of our site. We use web beacons to track the actions of individuals (such as email recipients) and measure the success and response rates of our marketing campaigns.

To learn more about cookies, web beacons and your choice to opt out of receiving them, please visit <https://www.allaboutcookies.org/>.



### 3. Purposes and bases for processing your personal data

We may use your data for the following purposes and on the following lawful bases:

Purpose	Lawful Bases for Processing
Responding to correspondence from you	It is in our legitimate interest to respond to enquiries made via our website, by email, through our social channels or any other means
Setting up a customer account to enable purchases	When you set up an account with us, we process your data to satisfy the sales contract between us
Business management, forecasting and statistical purposes	It is our legitimate interest to identify areas for managing current business relationships, develop our services and for managing our business
Improving our website and the overall visitor and user website experience	It is our legitimate interest to allow analytics and search engine providers to help improve and optimise our website
Improving our website and the overall visitor and user website experience	We use cookies on our website with your consent. Cookies can be managed using your browser settings
Prevention and detection of crime, including money laundering, fraud, or other crimes	We have a legal obligation to report any such activity to the relevant authorities and regulators
Providing you with a newsletter containing offers, promotions and useful hints and tips	We rely on your consent to send you our newsletter. This consent may be withdrawn at any time by emailing <a href="mailto:privacy@pinter.co.uk">privacy@pinter.co.uk</a> or by contacting us by telephone or via our social media platforms
Analyse and track use of our website for reporting and analytical purposes	It is our legitimate interest to monitor our website usage in order to continually improve the user experience



## 4. Sharing your information

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We'll rarely share your personal data outside the United Kingdom ("UK") and the European Economic Area ("EEA"). If this becomes necessary for the purpose of providing our services to you, it'll only be shared where appropriate safeguards are in place, such as the UK ICO and EU approved Standard Contractual Clauses ("SCCs"). This way, we can ensure your personal data is protected to the same standard expected within the UK and EEA.

Our website includes links to other third-party websites and social media platforms (Facebook, Instagram, Twitter); when you navigate away from our site via one of the links, the site may collect your IP address and may set a cookie on your device. When you use one of these links, you're sharing information with another website or service and this Notice will no longer apply. Please read the privacy notices provided by the particular service website you are directed to before posting any personal information using these links.

## 5. Your rights

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The GDPR gives you certain rights in relation to the processing of your personal data. These are:

- The right to request access and receive a copy of the personal data we hold about you (commonly known as a "data subject access request"); you can then check that we are processing it lawfully.
- The right to request rectification, correction, or update of any of the personal data that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you amended.
- The right to request personal data provided by you to be transferred in machine-readable format ("data portability").
- The right to request erasure of personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us to continue processing it. You also have the right to ask us to delete or remove personal data where you have exercised your right to object to processing (see below).
- The right to request the restriction of processing of your personal data. This enables you to ask us to suspend the processing of personal data about you (e.g., if you want us to establish its accuracy or the reason for processing it).



- The right to object to the processing of your personal data in certain circumstances. This right may apply where the processing of your personal data is based on the legitimate interests of Pinter.

Some of these rights are not absolute and are subject to various conditions under applicable data protection and privacy legislation, laws, and regulations, to which we are subject. If at any time you decide that you don't want to be contacted for marketing purposes anymore, or if you would like to exercise any of your rights as set out above, you can contact us at [privacy@pinter.co.uk](mailto:privacy@pinter.co.uk). You won't have to pay a fee to access your personal data (or to exercise any of the other rights), but there may be a reasonable fee if your request for access is clearly unfounded or excessive.

Alternatively, we may refuse to comply with the request in such circumstances.

In addition to the above, please note that you have the right to make a complaint at any time to the [Information Commissioner's Office](#) if you're concerned about the way in which we're handling your personal data.

## 6. Data retention period

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We'll only retain your personal data for however long is needed to provide you with our products and ongoing services. In some cases, we may need to keep your data on hand for a longer period so that we're able to meet any contractual or legal obligations.

At the end of the retention period, your personal data will be securely deleted in accordance with the Pinter Personal Data Retention and Destruction Policy.

## 7. Contact

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You can contact Pinter in relation to data protection and this privacy notice by emailing [privacy@pinter.co.uk](mailto:privacy@pinter.co.uk).