

## DP Publishing Ltd GDPR statement

The data we process are of personal details, names, telephone numbers (mobile and landline), e.mail and addresses of the people ordering our books or making enquiries, whether they are relating to their private residences or their work organisations. These people may be our customers or others ordering on our customer's behalf.

This data may also be of people working in a central payment organisation or "finance department", to whom we need to contact from time to time for payment of our invoices, or any of our subcontractors (third parties – see below)

We receive this data via e.mail, fax, telephone, post, or the contact form from our website.

The data may be kept in either electronic or paper (hardcopy) formats, or both

We do not supply any data to any marketing company as our business relies on word of mouth recommendation or internet searching done for our books, and information presented on our website.

This data is only supplied to the following third parties for the purposes of processing orders for our books and for the normal running of our business.

### Third parties

Royal Mail and other independent couriers to enable the delivery of your order, which may involve us inputting your data onto their websites.

Our Subcontract Print Company, who print our books for us, but who also act, from time to time, as a Packing and Dispatch centre for us, where we forward invoices, dispatch notes, and address labels by e.mail where necessary.

We may supply personal details of names and work addresses to a central invoice processing and payment (finance) department/centre for your same organisation that you work for, or your organisation's designated subcontracted supplier payment organisation, if for example, you work in a local authority school and the local authority has subcontracted out their supplier payment system. We only supply information to these organisations when directed to by an official order form from your own school or local authority or business, where the invoice address is different to the delivery address.

Our website and e.mail services supplier process any data inputted into our website "contact us" box and as e.mail messages and attachments through our e.mail system.

Our accountants for the purposes of us preparing annual accounts and dealing with our tax affairs.

As with any business, HMRC have legal authority to see all documents relating to our accounts.

### Security of data

There is fully working, automatically updated, Internet Security Software on the computer where the data is processed. Printed copies of invoices and dispatch notes and some e.mail communications are stored at a location where the premises are occupied for the most part of the 24 hours of the day, for most weeks of the year.

### Website data

There are some different data that our website services provider may collect, relating to your IP address, or your own internet services provider, URL information or browser, but we do not extract or analyse any such data as we know that our sales come through word of mouth recommendation from previous customers who have found the different teaching manuals that we sell to be beneficial. This data is outlined at [www.directphonics.co.uk/data-handling-information.html](http://www.directphonics.co.uk/data-handling-information.html).

### Completeness of data

We may use internet searches for your school or organisation website to obtain further data about you, to enhance the data that you give, such that we may add further contact details such as a telephone number and/or e.mail address for your school or organisation, which will be linked to you for the order even if they were not provided at the time of first contact or when an order is placed. This is to enable efficient communication concerning order updates, processing, delivery or payment of invoice(s).

We may use this same technique to enhance address information.

Our courier has an automatic address feature on their website for delivery addresses, and we undertake reasonable efforts to ensure that this automatic address feature has correctly addressed the parcel from the inputted postcode, however, there may be from time to time a discrepancy, which is always checked against your school's or your organisation's website address information, and manually make changes to the form on our couriers website where we deem necessary.

Our courier does need a telephone number or e.mail address to send you information about delivery (such as estimated time of delivery) for any order that you may place with us.

For private individuals and schools or other organisations located in parts of large cities such as London, internet searches for your address may be used to obtain a Borough or name of the Local Authority or Town or County, where you are located to ensure that any orders are delivered correctly.

Telephoned orders or orders where the address is incomplete, or illegible in any way, will also be verified in this way.

### Specific Information we hold about you

If you wish to know what address information we hold about you, and to whom we have supplied your information to, such as our subcontractors, please make your request in writing and we will undertake to respond within 30 days. Our reply will only be sent to the address that you provided for your order as your invoice or delivery address, as we have no means to verify any other address.

At this time it would be unreasonable to request what information we hold such as telephone numbers or e.mail addresses, unless you provide them and your Invoice or Receipt Number for us to check against, as, for example, currently we do not have a system that ties all the data together and many telephone numbers are recorded in a separate book, but are not transferred to the invoices.

We will be working towards a system that records all address and contact information on Invoices and Delivery Notes, such that they will become our record of what address/contact information we hold on you.