



Broadstone Link Ltd Privacy Policy

At Broadstone Link, we take privacy very seriously. We've updated our privacy policy to communicate how we treat personal information.

Broadstone Link collects your personal information

Broadstone Link Ltd is a publisher of community based magazines, the Broadstone Link, Corfe Mullen Link and Upton Link. We deliver door to door to residents businesses and other local drop off areas in each of the locations.

We use a CRM system for the storage of Data about a company or individual. That data can include personal information. "Personal information" is information about an identifiable individual, and may include information such as the individual's name, email address, telephone number.

Broadstone Link Ltd may collect personal information directly from you when you:

- Book or enquire about advertising or editorial,
- Request to include 'What's on' information
- Contact the Broadstone Link Ltd team
- Enquire about vacancies on our Delivery Team
- Visit our Website.

You can always choose not to provide your personal information to Broadstone Link Ltd, but it may mean that we are unable to provide you with the Services we offer.

Broadstone Link collects, holds, and uses your personal information for limited purposes

Broadstone Link Ltd collects your personal information so that we can provide you with the service and any other related services you may request. In doing so, Broadstone Link Ltd may use the personal information we have collected from you for purposes related to the Services including to:

- Booking your adverts and articles,
- Sending invoices and recording payments,
- Sending emails for Invoicing, artwork approval, statements, bookings,
- Carry out marketing,
- Comply with laws and regulations in applicable jurisdictions, and
- Communicate with you.

Broadstone Link Ltd will only use your personal information for the purposes described in this Policy or with your express permission.

By providing Your personal information to Broadstone Link, you consent to Broadstone Link Ltd storing your personal information. While our personal information will be stored, it will remain within Broadstone Link's effective control at all times. The server host's role is limited to providing a hosting and storage service to Broadstone Link, and we've taken steps to ensure that our server hosts do not have access to, and use the necessary level of protection for, your personal information.

Broadstone Link Ltd takes steps to protect your personal information

Broadstone Link Ltd is committed to protecting the security of your personal information and we take all reasonable precautions to protect it from unauthorised access, modification or disclosure. Your personal information is stored on secure servers that have Digital Certificates to ensure all Data transferred between you and the service is encrypted.

However, the Internet is not in itself a secure environment and we cannot give an absolute assurance that your information will be secure at all times. Transmission of personal information over the Internet is at your own risk and you should only enter, or instruct the entering of, personal information to the Service within a secure environment.

We will advise you at the first reasonable opportunity upon discovering or being advised of a security breach where your personal information is lost, stolen, accessed, used, disclosed, copied, modified, or disposed of by any unauthorised persons or in any unauthorised manner.

Broadstone Link Ltd only discloses your Personal Information in limited circumstances

Broadstone Link Ltd will only disclose the personal information you have provided to us to entities outside the Broadstone Link Ltd group of companies if it is necessary and appropriate to facilitate the purpose for which your personal information was collected pursuant to this Policy, including the provision of the service.

Broadstone Link Ltd will not otherwise disclose your personal information to a third party unless you have provided your express consent. However, you should be aware that Broadstone Link Ltd may be required to disclose your personal information without your consent in order to comply with any court orders, or other legal process or investigation including by tax authorities, if such disclosure is required by law. Where possible and appropriate, we will notify you if we are required by law to disclose your personal information.

The third parties who host our servers do not control and are not permitted to access or use your personal information except for the limited purpose of storing the information.

Broadstone Link Ltd does not store your credit card details

If you choose to pay for advertising by credit/debit card, your credit /debit card details are not stored by Broadstone Link Ltd and cannot be accessed by Broadstone Link Ltd staff. Your credit/debit card details are encrypted and securely stored by **Squareup Europe Ltd** to enable Broadstone Link Ltd to automatically bill your credit card.

You may request access to your personal information

It is your responsibility to ensure that the personal information you provide to us is accurate, complete and up-to-date. You may request access to the information we hold about you, or request that we update or correct any personal information we hold about You, by setting out your request in writing and sending it to us at karen@broadstonelink.co.uk

Broadstone Link Ltd will process your request as soon as reasonably practicable, provided we are not otherwise prevented from doing so on legal grounds. If we are unable to meet your request, we will let you know why. For example, it may be necessary for us to deny your request if it would have

an unreasonable impact on the privacy or affairs of other individuals, or if it is not reasonable and practicable for us to process your request in the manner you have requested.

We'll only keep your personal information for as long as we require it for the purposes of providing you with the service. However, we may also be required to keep some of your personal information for specified periods of time, for example laws required by financial reporting legislation.

You can opt-out of any email communications

Broadstone Link Ltd sends billing information, booking information, copy deadline dates and marketing information to you via email. Our emails will contain clear and obvious instructions describing how you can choose to be removed from any mailing list not essential to the Service.

Broadstone Link Ltd has a privacy complaints process

If you wish to complain about how we have handled your personal information, please provide our Privacy Officer with full details of Your complaint and any supporting documentation:

by e-mail karen@broadstonelink.co.uk, or

by letter to The Privacy Officer, Broadstone Link Limited, 65 Cowslip Road, Broadstone, Dorset BH18 9QZ

Our Privacy Officer will endeavour to:

provide an initial response to Your query or complaint within 10 business days, and

investigate and attempt to resolve Your query or complaint within 30 business days or such longer period as is necessary and notified

you by our Privacy Officer.

This policy may be updated from time to time

Broadstone Link Ltd reserves the right to change this Policy at any time, and any amended Policy is effective upon posting to this Website.

Broadstone Link Ltd will make every effort to communicate any significant changes to you via email.

Last updated: May 2018.