

Privacy Policy

UPDATED: 31 October 2023

Before using this website – <https://creativeco.uk/> – it is your responsibility to read the privacy policy.

The Creative CO. - Worldwide Limited is determined to protect your privacy. It is important to us that you should be able to use and enjoy our website without having to compromise your privacy unacceptably. This Privacy Policy describes the types of personal information we collect about individuals on <https://creativeco.uk/> (the “Site”), how we may use the information. The Online Privacy Policy also describes the measures we take to safeguard the personal information, how long we retain it and how individuals can contact us about our privacy practices and to exercise their rights.

Information We Obtain

We may collect and store personal information (such as name and other contact details) that you choose to provide to us when you provide them through the Site or when you contact us.

The types of personal information we collect may include:

- Contact information, such as your name, e-mail address, telephone number; and
- Other personal information that you may submit to us, such as when you contact us.

Automated Collection of Data

When you use the Site, we may obtain certain information by automated means, such as browser cookies, web beacons, device identifiers, server logs, and other technologies. The information we obtain in this manner may include your device IP address, domain name, identifiers associated with your devices,

device and operating system type and characteristics, web browser characteristics, language preferences, clickstream data, your interactions with the Site (such as the web pages you visit, links you click, videos you watch, and features you use), the pages that led or referred you to the Site, dates and times of access to the Site, and other information about your use of the Site.

A “cookie” is a text file that websites send to a visitor’s computer or other Internet-connected device to uniquely identify the visitor’s browser or to store information or settings in the browser. A “web beacon”, also known as an Internet tag, pixel tag or clear GIF, links web pages to web servers and their cookies and may be used to transmit information. We may use beacons or pixels in emails to help us track response rates, identify when our emails are accessed or forwarded, and for other purposes listed below.

These technologies help us (1) remember your information so you will not have to re-enter it; (2) track and understand how you use and interact with the Site; (3) tailor the Site around your preferences; (4) measure the usability of the Site; (5) understand the effectiveness of our communications; and (6) otherwise manage and enhance the functionality of the Site.

To the extent required by applicable law, we will obtain your consent before placing cookies or similar technologies on your computer. You can stop certain types of cookies from being downloaded on your computer. You can stop certain types of cookies from being downloaded on your computer by selecting the appropriate settings on your web browser. Most web browsers will tell you how to stop accepting new browser cookies, how to be notified when you receive a new browser cookies and how to disable existing cookies. You can find out how to do this for your particular browser by clicking “help” on your browser’s menu or by visiting www.allaboutcookies.org. The Site is not designed to respond to “do not track” signals received from browsers. Please note that, without cookies or other automated tools, you may not be able to use all of the features of the Site.

Third-Party Web Analytics Services

We may obtain personal information about your online activities over time and across third-party websites, devices, and other online services. On the Site, we

use third-party online analytics services, such as Google Analytics. The service providers that administer these analytics services use automated technologies to collect data (such as email address, IP addresses, cookies, and other device identifiers) to evaluate, for example, use of the Site and to diagnose technical issues. To learn more about Google Analytics, please visit www.google.com/analytics/learn/privacy.html. You may opt out of Google analytics by visiting www.tools.google.com/dlpage/gaoptout?hl=en=GB.

Online Tracking and Interest-Based Advertising

You may see our ads on other websites or mobile apps because we participate in advertising networks. Ad networks allow us to target our messaging to users considering demographic data, users' online activities over time by collecting information through automated means, including through the use of browser cookies, web beacons, device identifiers, server logs, web and similar technologies. The networks use this information to show ads that may be tailored to individuals' interests, to track users' browsers or devices across multiple websites and apps, and to build a profile of users' online browsing and app usage activities.

The information our ad networks may collect includes data about users' visits to websites and apps that participate in the relevant ad networks, such as the pages or ads viewed, and the actions taken on the websites or apps. This data collection takes place on third-party websites and apps that participate in the ad networks.

To learn how to opt out of ad network Internet-based advertising in the United Kingdom, please visit www.aboutads.info/choices and www.networkadvertising.org/choices. In the European Union, please visit www.youronlinechoices.eu.

If you have ordered in error or changed your mind and wish to cancel, please let us know by emailing orders@whitebox.com within 14 calendar days after the day on which you received your goods. You then have a further 14 days to return the goods to us – see our returns policy below for more information.

Please note: Orders made to order, or bespoke items are exempt from cancellation unless they are faulty. These products include, but are not limited to, all custom printed products, office screens, display boards (except our in-stock variations) and notice boards.

How We Obtain Information

We may use the information we obtain on the Site to:

- personalise your experience on the Site;
- provide our services to you;
- market our services to you;
- respond to your requests and enquiries;
- operate, evaluate and improve our business (including developing new services; enhancing and improving our services; analysing our services; managing our communications; performing data analytics and market research; and performing, auditing and other internal functions);
- protect against, identify and prevent fraud and other criminal activity, claims and other liabilities; and
- comply with and enforce applicable legal requirements, relevant industry standards and our policies, including this Online Privacy Notice and The Creative CO – Worldwide Limited's [Terms and Conditions](#).

As required by applicable law, we use personal information we obtain to comply with applicable legal requirements, carry out our contractual obligations and, as permitted by law, pursue our legitimate interests (such as managing the Site, performing data analytics, and operating, evaluating, and improving our business). We also may use the information we obtain in other ways for which we provide notice at the time of collection or otherwise with your consent.

Data Transfers

We offer you certain choices in connection with the personal information we obtain about you. To update your preferences, update or correct your information, limit the communications you receive from us, or submit a request, please contact us as specified in the How to Contact Us section of this

Online Privacy Notice. You also can unsubscribe from our marketing mailing lists by following the “Unsubscribe” link in our emails. To the extent provided by applicable law, you may (1) request access to the personal information we maintain about you; (2) request that we update, correct amend, erase, or restrict the information; or (3) exercise your right to data portability, by contacting us as indicated below. Depending on your location, you may have the right to file a complaint with a government regulator if you are not satisfied with our response. Where provided by law, you may withdraw any consent you previously provided to us or object at any time to the processing of your personal information on legitimate grounds relating to your particular situation, and we will apply steps to verify your identity before granting you access to your information. To the extent permitted by applicable law, a charge may apply before we provide you with a copy of any of your personal information that we maintain.

Other Online Services and Third-Party Features

The Site may provide links to other online services and websites for your convenience and information, and may include third-party features such as apps, tools, widgets, and plug-ins (eg. Facebook, Instagram, LinkedIn, and Twitter buttons). These services, websites, and third-party features may operate independently from us. The privacy practices of these third parties, including the details on the information they may collect about you, are subject to the privacy statements of these parties, which we strongly suggest you review. To the extent any linked online services or third-party features are not owned or controlled by us, The Creative CO – Worldwide Limited is not responsible for these third parties’ information practices.

Retention of Personal Information

To the extent permitted by applicable law, we retain personal information we obtain about you as long as (1) it is needed for the purposes for which we obtained it, in accordance with the provisions of this Online Privacy Notice, or (2) we have another lawful basis for retaining the data beyond the period for which it is necessary to serve the original purpose for collecting the data.

How We Protect Personal Information

We maintain administrative, technical, and physical safeguards designed to protect personal information we obtain through the Site against accidental, unlawful or unauthorised destruction, loss, alteration, access, disclose, or use.

Children's Personal Information

The Site is designed for a general audience and is not directed to children under the age of 13. The Creative CO – Worldwide Limited does not knowingly collect or solicit personal information from children under the age of 13 through this Site. If we learn that we have collected personal information from a child under the age of 13, we will promptly delete that information from our records. If you believe that a child under the age of 13 may have provided us with personal information, please contact us as specified in the How to Contact Us section of this Online Privacy Notice.

Updates to Our Privacy Notice

This Online Privacy Notice may be updated periodically and without prior notice to you to reflect changes in our personal information practices. We will indicate at the top of the notice when it most recently updated.

How to Contact Us

To update your preferences, update or correct your information, submit a request, ask us questions about this Online Privacy Notice, to exercise other applicable privacy rights, please contact us as follows:

By email: info@creativeco.uk

By phone: +44 (0)1932 481 716

By post: 29 Smithbrook Kilns, Cranleigh, GU6 8JJ