



GAP Books Privacy Policy

1. Introduction

1.1 We are committed to safeguarding the privacy of our website visitors and customers generally; in this policy we explain how we will treat your personal information.

1.2 We will in all cases conform with GDPR, General Data Protection Regulation.

2. Collecting personal information

2.1 We may collect, store and use the following kinds of personal information:

- (a) information about your computer and about your visits to and use of this website. Please note that we do not use cookies
- (b) information relating to any purchases you make of our Directories or any other transactions that you enter into through our website (including your name, address, telephone number, email address and card details)]
- (c) information relating to any purchases you make of our Directories or any other transactions that you enter into through post or telephone and any relevant queries.
- (d) information contained in or relating to any communication that you send to us or send through our website

3.1 Before you disclose to us the personal information of another person, you must obtain that person's consent to both the disclosure and the processing of that personal information in accordance with this policy.

4. Using personal information

4.1 Personal information submitted to us through our website will be used for the purposes specified in this policy or on the relevant pages of the website.

4.2 We may use your personal information to:

- (a) administer our website and business;
- (b) send you goods purchased through our website or by post or by telephone;
- (c) supply to you services purchased through our website;

- (d) send statements, invoices and payment reminders to you, and collect payments from you;
 - (e) send you marketing communications relating to our business which we think may be of interest to you, by post or, where you have specifically agreed to this, by email or similar technology (you can inform us at any time if you no longer require marketing communications);
 - (f) deal with enquiries and complaints made by or about you relating to our website;
- 4.3 We will not, without your express consent, supply your personal information to any third party for the purpose of their or any other third party's direct marketing.
- 4.4 All our website financial transactions are handled through our payment services providers, Stripe (for website orders) and Barclaycard (for PDQ). We will share information with our payment services provider only to the extent necessary for the purposes of processing payments you make via our website, refunding such payments and dealing with complaints and queries relating to such payments and refunds.

5. Disclosing personal information

- 5.1 We may disclose your personal information to any of our employees, officers, insurers, professional advisers, agents or suppliers insofar as reasonably necessary for the purposes set out in this policy.
- 5.2 We may disclose your personal information:
- (a) to the extent that we are required to do so by law;
 - (b) in connection with any ongoing or prospective legal proceedings;
- 5.4 Except as provided in this policy, we will not provide your personal information to third parties.

6. Retaining personal information

- 6.1 This Section sets out our data retention policies and procedure, which are designed to help ensure that we comply with our legal obligations in relation to the retention and deletion of personal information.
- 6.2 Personal information that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.
- 6.4 Notwithstanding the other provisions of this Section 7, we will retain documents (including electronic documents) containing personal data:
- (a) to the extent that we are required to do so by law;
 - (b) if we believe that the documents may be relevant to any ongoing or prospective legal proceedings; and
 - (c) in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk).

7. Security of personal information

- 7.1 We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.
- 7.2 All electronic financial transactions entered into through our website will be protected by encryption technology.
- 7.3 You acknowledge that the transmission of information over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.

8. Amendments

- 8.1 We may update this policy from time to time by publishing a new version on our website.
- 8.2 You should check this page occasionally to ensure you are happy with any changes to this policy.
- 8.3 We may notify you of changes to this policy [by email or through the private messaging system on our website].

9. Our details

- 9.1 This website is owned and operated by GAP Books.
- 9.2 Our office is at: Dephna House, 24-26 Arcadia Avenue, London, N3 2JU United Kingdom
- 9.3 You can contact us by writing to the business address given above, by using our website contact form, by email to info@gapbooks.com or by telephone on: +44 (0) 20 8349 7199

10. Data included in our Directories

- 10.1 All data included in our directories has been supplied by Dun & Bradstreet.
- 10.2 Dun & Bradstreet have assured us that all data supplied conforms with GDPR.
- 10.3 Any queries or complaints relating to the data in our directories should be referred to: Dun & Bradstreet, Marlow International, Parkway, Marlow SL7 1AJ: Telephone: 01628-492000
- 10.4 Dun & Bradstreet's privacy policy can be found at www.dnb.com/uk