

1st Imaging Privacy Policy

We're photo printers and not into sharing or selling your personal information to third parties. We, and the companies that work with us, do need to have some details about you. However, this is only so that we can make and deliver the products you order. But only enough so that we can take payment for, print and deliver your order.

What information is stored?

The data which we hold covers both current and past orders. This data is securely held to enable us to provide the best service possible to our customers. This data is limited to contact information and order contents. We only hold information which enables us to provide the service between us and the customer. This may include, but not be restricted to:

- Name
- Address
- Email Address
- Telephone Numbers
- Business Name

By entering your details into our ordering systems, you agree to share that information with us. If you choose not to progress with the order or your payment method fails, we may still hold the details placed for that order.

Direct shipment orders which hold your client's personal information are also held on our system. These details are also limited to what have been provided to us by you.

Images uploaded to our ordering systems are not retrievable, other than for the purpose of printing

Do you share customer personal data?

Your information may be shared between our third-party suppliers and delivery services, so that we are able to successfully complete the service request by the customer. We will never release any of your information to any third-party, other than for the use of providing the service which has been agreed by the customer. These third-party suppliers may include, but are not limited to: Software Suppliers, Hosting Vendors, Payment Gateways and Delivery Companies.

All steps are taken to ensure that this information is treated with the strictest confidence.

How long is my data held?

We only hold on to what we need in order to continue to provide our customers with a high level of service. Where possible, our software providers provide us with an order database which we may use to recall orders to enable us to answer a customer's questions or queries. All of this information will be held until a point where you can request for this to be deleted.

All of our service and software providers are also governed by GDPR compliance and are therefore obliged to delete your data when requested.

Our payment gateways may hold payment information in the event that a refund or payment issue may occur.

Images are stored on our internal servers for 7 days in order to process orders (including the potential for an order to be re-printed should the printed copy be damaged in the post etc).

Images are not retrievable once uploaded via our Mobile App, Online or store Kiosks, except for the purpose of printing - they will be automatically deleted.

To be able to fulfil an order, any details & images customers enter will be transmitted to selected third parties for the purpose of fulfilling the order.

Customer data will only be processed if they place an order or make an account - and their data will only be used for purpose of fulfilling that order and/or contacting them regarding that order or account.

If a customer enters details or uploads photos and does not place an order, their data may still be held on our internal servers or those of our software providers.

In the event of issues placing an order, customer details may be seen by members of our support teams. Support teams will not store or process the data - they will only use it to identify, diagnose or solve issues with the order.

Changes to privacy policy

We reserve the right to review and make changes to our privacy. Any changes will be made available through our website.

Our business is based on giving you amazing service and we hope you enjoy shopping with us.