



# PALIMPSEST

BOOK PRODUCTION LIMITED

*the typesetting professionals*

## GDPR: PALIMPSEST ORGANISATIONAL PRIVACY POLICY

### WHO WE ARE AND WHAT WE DO?

*We are the UK's market leader in typesetting, digital and pre-press services for the publishing world. Our success is based on our commitment to excellence, our attention to detail, and our huge love for books! These attributes have helped us to produce over 50,000 titles in the last 27 years. From our core expertise as highly-skilled typesetters, to our innovative digital workflow, we offer the complete package for publishers & self-publishing authors.*

*In order to do this we process some personal information. This may be customer contact details or may be personal information included within the books that we process or may be our own HR records or something else but while it is only a very small part of what we do it is essential that we do it correctly.*

### WHAT IS THE PURPOSE OF THIS POLICY?

*This policy describes how we as an organisation ensure that we are safeguarding the personal information entrusted to us to allow us carry out our business. The protection of personal information is extremely important.*

### WHAT ARE THE PRINCIPLES WE FOLLOW TO PROTECT THIS PERSONAL INFORMATION?

#### 1) WE ALWAYS HANDLE PERSONAL DATA IN A FAIR, LAWFUL AND TRANSPARENT WAY

- We always tell individuals or organisations how and why their data is processed in a clear, understandable and open way*
- We always use the information to treat people fairly and never use it in a way that would be detrimental to the individual*
- We are clear that we are allowed to collect and process the information*
- We will never sell information to anyone*
- We understand that individuals have rights relating to the information we hold about them and will do what we can to help them exercise these rights*



**2) WE ALWAYS HAVE A SPECIFIC PURPOSE FOR ANY INFORMATION WE USE AND NEVER GO BEYOND THIS**

- *We are clear on why we have collected information and only process data in line with that purpose*
- *We will only share information with our partners in order to achieve the purpose we have collected it for and when we use partners to help us, they will have in place appropriate technical and organisational measures to protect privacy*

**3) WE ONLY EVER COLLECT THE RIGHT AMOUNT OF INFORMATION TO ACHIEVE THE PURPOSE AT HAND**

- *We understand the importance of limiting the amount of personal information we collect or share so we don't collect it unless we really need it*
- *By being clear on the purpose of the information we collect, we never collect excessive amounts of information*
- *We understand that we shouldn't create a burden on those who supply us with information so we collect enough to achieve the purpose first time and avoid going back and asking for more*

**4) WE ACTIVELY WORK TO ENSURE THE INFORMATION WE HOLD IS ACCURATE**

- *We make reasonable efforts to ensure information is correct at the point of collection*
- *We understand information can become out-of-date and replace or remove it over time*
- *We understand the importance of both the availability and integrity of data alongside confidentiality*

**5) WE KEEP INFORMATION ONLY FOR AS LONG AS WE NEED IT FOR THE PURPOSE IT WAS COLLECTED**

- *When we collect information we are clear how long it will be kept for*
- *We are transparent about our retention policy with data subjects and our customers*
- *We have processes in place to securely and permanently delete or destroy information*

**6) WE HAVE APPROPRIATE TECHNICAL AND ORGANISATIONAL MEASURES IN PLACE TO ENSURE INFORMATION IS SECURE**

- *We use a mixture of suitable technical, physical and governance measures to secure the information we hold*
- *We all understand that security is everyone's responsibility and we all regularly renew our data protection training*



- *We secure both our electronic and paper information*
- *We secure our information both at rest with us and during any necessary transfers*
- *We understand the relationships and responsibilities between data controllers and processors and ensure anyone processing information for us meets standards equivalent to our own*
- *We manage any changes to processes or infrastructure to ensure we maintain security of information*

## **IF YOU WANT TO CONTACT US ABOUT YOUR DATA?**

*We understand that individuals retain rights associated with the information we hold about them.*

*If you have any questions about the information we hold or would like to exercise any of your personal data rights, you can contact us via email at [mail@palimpsest-bp.co.uk](mailto:mail@palimpsest-bp.co.uk) or by post at Palimpsest Book Production Limited, 1 Etna Road, Falkirk, Stirlingshire FK2 9EG.*

## **HOW DO WE SHARE INFORMATION?**

*We work with a number of partners and 3rd parties to deliver our business and this may sometimes involve sharing of information some of which may be personal data. If we can avoid sharing personal data we shall, but sometimes it will be necessary.*

*When we receive data we always process it, store it and dispose of it in a way that is consistent with the original purpose and we agree this with those providing it to us. We understand the difference between processing information on behalf of someone else and controlling the data ourselves but are clear that we have responsibility for all the information we hold.*

*When we share information with any organisation who requires to process it for us, we ensure that they are clear on the purpose of the data and the limitations on its use. They must also provide assurances of having appropriate technical and organisational measures in place to safeguard the information as we share responsibility for information others process for us. Any sharing of personal information must be properly documented.*

## **ANY FURTHER QUESTIONS**

*If you have any questions about this policy or any data-related matter you should contact the data manager at: [mail@palimpsest-bp.co.uk](mailto:mail@palimpsest-bp.co.uk).*