

Cartridge World Malta Ltd. Privacy Policy

This is the privacy notice of Cartridge World Malta Ltd. In this document, "we", "our", or "us" refer to Cartridge World Malta Ltd.

We are Company Reg. No. C34370 registered in Malta.

Our registered office is at

Cartridge World Malta Ltd

Shop 1, Block G
Bella Vista Street
San Gwann, Malta

Introduction

This is a notice to inform you of our policy about all information that we record about you. It sets out the conditions under which we may process any information that we collect from you, or that you provide to us. It covers information that could identify you ("personal information") and information that could not. In the context of the law and this notice, "process" means collect, store, transfer, use or otherwise act on information.

We regret that if there are one or more points below with which you are not happy, your only recourse is to leave our website immediately.

We take seriously the protection of your privacy and confidentiality. We understand that all visitors to our stores and website (www.cartridgeworldmalta.com) are entitled to know that their personal data will not be used for any purpose unintended by them, and will not accidentally fall into the hands of a third party.

We undertake to preserve the confidentiality of all information you provide to us, and hope that you reciprocate.

Our policy complies with Maltese Law, including that required by the EU General Data Protection Regulation (GDPR).

The law requires us to tell you about your rights and our obligations to you in regards to the processing and control of your personal data. We do this now, by requesting that you read the information provided at www.knowyourprivacyrights.org

Except as set out below, we do not share, or sell, or disclose to a third party, any information collected through our website.

The bases on which we process information about you

The law requires us to determine under which of six defined bases we process different categories of your personal information, and to notify you of the basis for each category.

If a basis on which we process your personal information is no longer relevant then we shall immediately stop processing your data.

If the basis changes then if required by law we shall notify you of the change and of any new basis under which we have determined that we can continue to process your information.

1. Information we process because we have a contractual obligation with you

When you buy a product or service from us, or otherwise agree to our terms and conditions, a contract is formed between you and us.

In order to carry out our obligations under that contract we must process the information you give us. Some of this information may be personal information.

We may use it in order to:

- verify your identity and distinguish between you and other customers
- sell products to you
- honour our warranty obligations to you
- provide you with our services
- provide you with suggestions and advice on products, services and how to obtain the most from using our stores or website
- allocate loyalty points to you

We process this information on the basis there is a contract between us, or that you have requested we use the information before we enter into a legal contract.

Additionally, we may aggregate this information in a general way and use it to provide class information, for example to monitor our performance with respect to a particular service we provide. If we use it for this purpose, you as an individual will not be personally identifiable.

We shall continue to process this information until the contract between us ends or is terminated by either party under the terms of the contract.

2. Information we process with your consent

Through certain actions when otherwise there is no contractual relationship between us, such as when you browse our website, sign up to our mailing list or ask us to provide you more information about our business, including our products and services, you provide your consent to us to process information that may be personal information.

Wherever possible, we aim to obtain your explicit consent to process this information, for example, by asking you to tick a check box only if you wish to receive promotional material through our mailer, or by explaining why we record your details when making a purchase in store (ie: loyalty schemes and honouring warranty obligations)

Sometimes you might give your consent implicitly, such as when you send us a message by e-mail to which you would reasonably expect us to reply.

Except where you have consented to our use of your information for a specific purpose, we do not use your information in any way that would identify you personally.

We continue to process your information on this basis until you withdraw your consent or it can be reasonably assumed that your consent no longer exists.

You may withdraw your consent at any time by instructing us by email to info@cartridgeworldmalta.com. However, if you do so, this may result in restrictions in our ability to offer our products or services to the extent of our ability.

3. Information we process because we have a legal obligation

We are subject to the law like everyone else. Sometimes, we must process your information in order to comply with a statutory obligation.

For example, we may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order. This may include your personal information.

Specific uses of information you provide to us

4. Information provided on the understanding that it will be shared with a third party

We may be unable to provide you with the products or services that you are looking for. In such cases, with your explicit consent, we may forward your details to other third parties who would be better suited to meet your requirements. For any related queries contact us at info@cartridgeworldmalta.com

5. Information relating to your method of payment

Payment information is never taken by us or transferred to us when making in store purchases using credit/debit cards or otherwise. Our employees and contractors never have access to it.

6. Job application and employment

If you send us information in connection with a job application, we may keep it for up to three years in case we decide to contact you at a later date.

If we employ you, we collect information about you and your work from time to time throughout the period of your employment. This information will be used only for purposes directly relevant to your employment. After your employment has ended, we will keep your file for up to ten years before destroying or deleting it.

7. Sending a message to our support team

When you contact us, whether by telephone, through our website or by e-mail, we collect the data you have given to us in order to reply with the information you need. We record your request and our reply in order to increase the efficiency of our business. We keep personally identifiable information associated with your message, such as your name and email address so as to be able to track our communications with you to provide a high quality service.

8. Complaining

When we receive a complaint, we record all the information you have given to us. We use that information to resolve your complaint.

If your complaint reasonably requires us to contact some other person, we may decide to give to that other person some of the information contained in your complaint. We do this as infrequently as possible, but it is a matter for our sole discretion as to whether we do give information, and if we do, what that information is.

We may also compile statistics showing information obtained from this source to assess the level of service we provide, but not in a way that could identify you or any other person.

Disclosure and sharing of your information

9. Data may be processed outside the European Union

Our website and mailer platform may be hosted in the US and UK. We may also use outsourced services in countries outside the European Union from time to time in other aspects of our business. Accordingly data obtained within Malta or any other country could be processed outside the European Union.

Access to your own information

10. Access to your personal information

At any time you may request to review or update personally identifiable information that we hold about you, We will provide the information and act upon your requests in a reasonably timely fashion. To obtain a copy of any information that is not readily accessible you may send us a request at info@cartridgeworldmalta.com

After receiving the request, we will tell you when we expect to provide you with the information, and whether we require any fee for providing it to you.

11. Removal of your information

If you wish us to remove any personally identifiable information we hold on you, contact us at info@cartridgeworldmalta.com This may limit the service we can provide to you.

12. Verification of your information

When we receive any request to access, edit or delete personal identifiable information we shall first take reasonable steps to verify your identity before taking any action. This is important to safeguard your information.

13. How you can complain

If you are not happy with our privacy policy or if you have any complaint then you should tell us by email. Our address is info@cartridgeworldmalta.com

If a dispute is not settled then we hope you will agree to attempt to resolve it by engaging in good faith with us in a process of mediation or arbitration

If you are in any way dissatisfied about how we process your personal information, you have a right to lodge a complaint with the Information and Data Protection Commissioner's Office. This can be done at <https://idpc.org.mt/>

14. Retention period for personal data

Data in EMS is kept on the system to analyse business trends, history, customer retention and visit frequency statistics. We only remove this data from our system on specific request from the customer

Except as otherwise mentioned in this privacy notice, we keep your personal information only for as long as required by us:

to provide you with the services you have requested;

to honour our warranty obligations;

to comply with other law, including for the period demanded by our tax authorities;

to support a claim or defence in court.

15. Compliance with the law

Our privacy policy has been compiled so as to comply with the law of every country or legal jurisdiction in which we aim to do business. If you think it fails to satisfy the law of your jurisdiction, we should like to hear from you.

However, ultimately it is your choice as to whether you wish to use our website.

16. Review of this privacy policy

We may update this privacy notice from time to time as necessary. The terms that apply to you are those posted here on our website on the day you use our website. We advise you to print a copy for your records.

If you have any question regarding our privacy policy, please contact us on info@cartridgeworldmalta.com

Date: _____