Matbaa Website Privacy Notice

Who we are

REDO PRINT & DESIGN LIMITED, trading as Matbaa, is responsible for the personal information described in this notice. Our company number is 04485121. Our registered office is Unit 5G, Eley Street, Nobel Road, London N18 3BH. For privacy questions or requests, email info@matbaa.co.uk and address your message to the General Manager.

What we collect and why

When you contact us, request a quote or place an order, we collect the details you provide, such as your name, email address, phone number, business name, job requirements, artwork and delivery details. Files uploaded through our quote form are sent to info@matbaa.co.uk so our team can review them and respond to your request. Artwork may include personal information about other people that you supply for the job.

We use your information to answer enquiries, prepare quotes, fulfil orders and arrange delivery or installation. We use it to take steps at your request before a contract or to fulfil a contract with you. For business contacts, we rely on our legitimate interests in handling enquiries and orders. We also keep records required by law, including for tax and accounting.

We may contact you about Matbaa's products and services where permitted. We rely on consent where required or on our legitimate interest in promoting our services where the rules allow. You can unsubscribe using the option in the message or email us to stop marketing at any time.

Who we share information with

We use PrintLogic to manage customer and order records. We share the recipient's name, delivery address and relevant contact details with couriers to deliver orders. If we outsource production, we share the artwork needed to complete the job with the trade printer.

How long we keep information

We keep enquiry and order details for as long as needed to handle your job, resolve disputes or meet legal obligations. We may keep artwork on our internal server for repeat orders. We review whether we still need personal information in those files and delete or anonymise it when we no longer need it. You can ask us to remove personal information from artwork.

Cookies and website analytics

We use cookies to help our website work. With your consent, we use Google Analytics to see how visitors use the site, such as which pages they visit. Google Analytics can collect browser and device information, approximate location and a cookie identifier.

You can accept or reject analytics cookies and change your choice later through our cookie settings.

Your rights

Depending on the circumstances, you can ask to access, correct, delete, restrict or receive a portable copy of your personal information, or object to how we use it. You can object to direct marketing at any time and withdraw consent where we rely on it. Contact info@matbaa.co.uk. You can also complain to the Information Commissioner's Office at https://ico.org.uk/make-a-complaint/.