



Privacy Policy – Copybox Document Systems Ltd

Last updated: 15th April 2026

Copybox Document Systems (“we”, “us”, “our”) provides managed print services, document solutions, leasing, and ongoing support to businesses across the UK.

We are committed to protecting your personal data and being transparent about how we use it. This Privacy Policy explains what information we collect, why we collect it, and how we look after it.

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1. Who we are

Copybox Document Systems delivers:

- Managed Print Services (MPS)
- Printer and photocopier leasing
- Document management solutions
- Maintenance and support services

If you have any questions about this policy or your data, please contact us:

Email: info@copyboxdocumentsystems.co.uk

Telephone: 01234 331360

Address: Bedford I-Lab, Priory Business Park, Bedford, MK44 3RZ

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2. The information we collect

We may collect the following types of personal data:

Information you provide

- Name and job title
- Company name
- Business email address
- Phone number
- Enquiry details or service requirements

Information related to our services

Where you engage us for MPS, leasing, or support, we may also collect:



- Site contact details for installation and servicing
- Device usage data (e.g. meter readings, service alerts)
- Service history and maintenance records

This data is used to deliver and maintain your service — not to monitor individuals.

Website usage data

- IP address
- Browser type
- Pages visited and time spent on the site

3. How We Use Your Information

We use your information to:

- Respond to enquiries and provide quotes
- Set up and manage contracts, leasing, and services
- Install, maintain, and support your devices
- Monitor performance of devices to ensure efficient service delivery
- Improve our website, services, and customer experience
- Send relevant business communications where appropriate

Our lawful bases for processing include:

- Contractual necessity
- Legitimate business interests
- Consent (where required)

4. Service & Device Data (MPS Specific)

As part of delivering Managed Print Services, we may collect automated data from devices, such as:

- Meter readings
- Toner levels
- Error and maintenance alerts



This information helps us:

- Proactively maintain your devices
- Ensure minimal downtime
- Automate consumable replenishment

We do **not** access or store the content of documents you print, scan, or copy.

5. Leasing & Financial Information

Where leasing or finance options are arranged, relevant information may be shared with approved finance partners to:

- Process applications
- Set up agreements
- Manage ongoing contracts

All such partners are required to handle your data securely and in line with data protection law.

6. Sharing Your Information

We do not sell your data.

We may share your information with trusted third parties, including:

- Finance and leasing providers
- IT and system providers
- Service and support partners (where required)

All third parties are carefully selected and required to keep your data secure.

7. Data Security and Retention

We take appropriate technical and organisational measures to protect your data.

Your information is only retained for as long as necessary to:

- Fulfil contractual obligations
 - Meet legal and regulatory requirements
 - Support ongoing business relationships
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8. Your Rights

Under UK data protection law, you have the right to:

- Access your personal data
- Request corrections
- Request deletion (where appropriate)
- Object to or restrict processing
- Withdraw consent at any time

To exercise your rights, please contact us using the details above.

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9. Cookies

Our website may use cookies to:

- Improve functionality
- Analyse website traffic
- Support marketing activity (where applicable)

You can manage cookie preferences through your browser settings.

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10. External Links

Our website may contain links to other websites. We are not responsible for their privacy practices.

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11. Updates to This Policy

We may update this Privacy Policy from time to time. Updates will be posted on this page with a revised date.