

Privacy Notice

We are Taylored Room Designs Limited. We're a company registered in England and Wales with company number 14211321, whose registered address is at Anova, The Barn, Meadow Court, Faygate Lane, Faygate, Horsham, West Sussex, RH12 4SJ. In this privacy notice we will refer to ourselves as '**we**', '**us**' or '**our**'. 'Personal information' means any information from which a living individual can be identified.

You can get hold of us in any of the following ways:

- (a) by phoning us on 07771924952
- (b) by e-mailing us at julia@tayloredroomdesigns.co.uk or
- (c) by writing to us at Mills House, 1A Mills Way, Boscombe Down Business Park, Amesbury, Wiltshire SP4 7RX

We take the privacy, including the security, of personal information we hold about you seriously. This privacy notice is designed to inform you about how we collect personal information about you and how we use that personal information. You should read this privacy notice carefully so that you know and can understand why and how we use the personal information we collect and hold about you.

We do not have a Data Protection Officer, but if you have any questions about this privacy notice or issues arising from it then you should contact Julia, who is responsible for matters relating to data protection at our organisation, including any matters in this privacy notice. You can contact them using the details set out above.

We may update this privacy notice from time to time. This version was last updated on 30th August 2022.

1. **Details of how and why we use personal information**

1.1 We are only able to use your personal information for certain legal reasons set out in data protection law.

- (a) **Contract Reason:** this is in order to perform our obligations to you under a contract we have entered into with you;
- (b) **Legitimate Interests Reason:** this is where the use of your personal information is necessary for our (or a third party's) legitimate interests, so long as that legitimate interest does not override your fundamental rights, freedoms or interests.
- (c) **Legal Obligation Reason:** this is where we have to use your personal information in order to perform a legal obligation by which we are bound; and
- (d) **Consent Reason:** this is where you have given us your consent to use your personal information for a specific reason or specific reasons.

- 1.2 So that we are able to provide you our services we will need your personal information. If you do not provide us with the required personal information, we will be prevented from carrying out our services to you.
- 1.3 It is important that you keep your personal information up to date. If any of your personal information changes, please contact us as soon as possible to let us know.
- 1.4 Where we rely on consent for a specific purpose as the legal reason for processing your personal information, you have the right under data protection law to withdraw your consent at any time. If you do wish to withdraw your consent, please contact us using the details set out at the beginning of this notice. If we receive a request from you withdrawing your consent to a specific purpose, we will stop processing your personal information for that purpose, unless we have another legal reason for processing your personal information, in which case, we will confirm that reason to you.
- 1.5 Sometimes we may anonymise personal information so that you can no longer be identified from it and use this for our own purposes. In addition, sometimes we may use some of your personal information together with other people's personal information to give us statistical information for our own purposes. Because this is grouped together with other personal information and you are not identifiable from that combined data we are able to use this.
- 1.6 Under data protection laws we can only use your personal information for the purposes we have told you about, unless we consider that the new purpose is compatible with the purpose(s) which we told you about. If we want to use your personal information for a different purpose which we do not think is compatible with the purpose(s) which we told you about then we will contact you to explain this and what legal reason is in place to allow us to do this.

2. Details of how we collect personal information

- 2.1 We usually collect identity and contact information directly from you when you contact us by e-mail or telephone to make an appointment for a design consultation with us. Payment information would be collected when you purchase services from us.

3. Details about who personal information may be shared with

- 3.1 We may forward your personal information to third parties that we work with to undertake work on our behalf eg qualified electrician, Gas Safe engineer, tiler. We require these companies to comply fully with the GDPR legislation.
- 3.2 We do not sell or trade any of the personal information which you have provided to us.

4. **Details about transfers to countries outside of the EEA**

4.1 We do not transfer your personal information outside of the EEA.

5. **Details about how long we will hold your personal information**

5.1 We will only hold your personal data for as long as is necessary. How long is necessary will depend upon the purposes for which we collected the personal information, whether we are under any legal obligation to keep the personal information (such as in relation to accounting or auditing records or for tax reasons). We may also need to keep personal information in case of any legal claims in relation to any guarantees or warranties given with the services we have provided.

6. **YOUR RIGHTS UNDER DATA PROTECTION LAW**

6.1 Under data protection laws you have certain rights in relation to your personal information, as follows:

- (a) **Right to request access:** (this is often called 'subject access'). This is the right to obtain from us a copy of the personal information which we hold about you. We must also provide you with certain other information in response to these requests to help you understand how your personal information is being used.
- (b) **Right to correction:** this is the right to request that any incorrect personal data is corrected and that any incomplete personal data is completed.
- (c) **Right to erasure:** (this is often called the "right to be forgotten"). This right only applies in certain circumstances. Where it does apply, you have the right to request us to erase all of your personal information.
- (d) **Right to restrict processing:** this right only applies in certain circumstances. Where it does apply, you have the right to request us to restrict the processing of your personal information.
- (e) **Right to data portability:** this right allows you to request us to transfer your personal information to someone else.
- (f) **Right to object:** you have the right to object to us processing your personal information for direct marketing purposes. You also have the right to object to us processing personal information where our legal reason for doing so is the Legitimate Interests Reason and there is something about your particular situation which means that you want to object to us processing your personal information.

7. Marketing

- 7.1 We do not pass your personal information on to any third parties for marketing purposes.

8. Complaints

If you are unhappy about the way that we have handled or used your personal information, you have the right to complain to the UK supervisory authority for data protection, which is the Information Commissioner's Office (**ICO**). Please do contact us in the first instance if you wish to raise any queries or make a complaint in respect of our handling or use of your personal information, so that we have the opportunity to discuss this with you and to take steps to resolve the position. You can contact us using the details set out at the beginning of this privacy notice.