

‘Nicholas Simon Tailoring’ Organisation Privacy Notice

Our contact details

Nicholas Simon Tailoring
56 Caldecott Street
Rugby, CV21 3TH
Tel.: 0774 3857865
Email: Nicholas@nstailoring.co.uk
Web: www.nicholas-simon.co.uk
Data Protection Contact: Dr Andrew Burnham

As part of operating Nicholas Simon Tailoring (NST) and providing a service we handle (or *process*) *personal data* i.e. information which identifies living individuals.

We are committed to treat this with due respect and to maintain trusted relationships through adherence to data protection legislation – through appropriate:

- Confidentiality (information only available to those with a right and need to access it)
- Integrity (without error), and
- Availability (maintaining access)

As part of acting transparently the following describes how we process personal information.

What personal information we collect and use

We collect, process and hold information in relation to customers (potential or actual) and suppliers:

- Customer names and contact information - postal and billing address, telephone number(s), email address(es) - financial and sales information, and details related to orders and garments made.
- Suppliers names, contact information - postal and billing address, telephone number(s), email address(es) – financial, purchase and ordering information.

How we get information and why we have it

Information is collected and used whenever we communicate with you e.g. face to face contact, via email or telephone, during enquiries or through ordering and delivery of our service, including follow-up to ordering or purchase.

- As a customer - to enable us to provide a service to you in terms of producing and supplying providing garments.
- As a supplier - to enable us to purchase goods or services from you.

If you wish not to be contacted further please let us know so that can respect your wishes.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting Nicholas Simon Tailoring (contact details above). If withdrawal of consent takes place during the course of supplying garments to you, rather than in relation to an enquiry, then you should be aware that this may cause inconvenience.

(b) We have a contractual obligation.

What we do with the information

In relation to suppliers we use the information that has been given to us in order to enable us to purchase goods or services from you, and may share contact details with other suppliers as required in order to facilitate this, and to complete service provision to customers.

As a customer we use the information that you have given us in order to provide a service to you i.e. producing and supplying providing garments.

Examples include:

- Communicating regarding appointments
- Communicating regarding orders
- Informing you of services, events and offers
- Keeping a record of your orders to better understand your product and style preferences.

Information will not be shared for other, incompatible purposes, or with other organisations unless you have provided (explicit) consent.

How we store your information and keep it safe

Information you provide is held securely, accuracy will be maintained, and will not be used for purposes other than as described.

Information is held:

- Electronically – password protected cloud data storage, with encrypted back up
- Physically – records are held in locked storage.

Information is held for as long as is necessary to facilitate the service we provide and to maintain your account whilst you are a customer or supplier.

When someone has not been a customer for over 5 years, identifying information will be removed and the remaining anonymous data will be held for purposes of business analysis.

Your data protection rights

Under data protection law, rights include:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please use the contact details above if you wish to make a request.

How to complain

If you wish to make a complaint you can contact as shown above.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF
Helpline number: 0303 123 1113

