

REDSOUL DESIGN LIMITED –PRIVACY POLICY

Redsoul Design Ltd has a commitment to protect your privacy.

The information provided to us by you will be treated as confidential, and we only collect the information needed to complete the agreed work and payment of the agreed work.

We never give personal information to any party unless we have written permission / consent to do so. Only then, any information given, will be the minimal required to allow us to progress your project / working contract.

When using our services (including our website) or dealing with us in business as a supplier or customer, you agree to the terms of this policy for how we store and use your information.

- **INFORMATION WE COLLECT:**

- (A) Name
- (B) Company Name
- (C) Telephone Number
- (D) Email address
- (E) Company Address (or personal address if applicable)
- (F) Company VAT Number & Business Number
- (G) Payment details for **bank transfer only**- we do not use credit cards, paypal or other similar payment services.

- **HOW INFORMATION IS COLLECTED**

- (A) From you directly (such as enquiry email or phone call)
- (B) From any contact form you filled in on our website
- (C) Any other way you have communicated with us – site visit, meeting etc.

- **HOW WE USE THIS INFORMATION:**

- (A) Quotations / Proposal of works

Redsoul Design Ltd

12 Shaftesbury Road, Exeter, Exeter, Devon, England EX2 9BR, United Kingdom

T: 03335 773660 M: 07728 795233 E: info@redsoul-design.co.uk W: www.redsoul-design.co.uk

Company Reg: 11196181 VAT Reg : 289112781

- (B) Any administration / operations required to provide you with our services / works.
- (C) Payment Processing – such as invoice creation, accounting and administration of services provided.
- (D) To provide any related entities with the information needed to deliver the good/ services to you.
- (E) As required by law.

- **WE DO NOT**

- (A) Buy or sell data of any kind
- (B) Pass on your information with express written or spoken consent unless it is required to complete the agreed work (such as delivery of product) or are required to by law
- (C) Collect any data from our website other than a note of visitor numbers...see section on cookies.

- **YOUR RIGHTS**

- (A) You may have any of the information we hold for you.
- (B) You may change the information we hold for you , so as it is to be up to date.
- (C) You may request removal of the information we hold for you.
- (D) You may withdraw your consent for this information to be used.

- **COOKIES**

- (A) **Forms related cookies** -When you submit data to us through a form such as those found on contact pages or comment forms, cookies may be set to remember your user details for future correspondence.
- (B) **Essential cookies** -Essential cookies and scripts are essential for our website to function. They allow visitors to move around our website and use its basic features, such as accessing secure areas of the website, opening navigation, and displaying content.

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- (C) **Analytics** -Analytics allow us to count visits and traffic sources to the website, so that we can measure and improve the performance of our site. Analytics let us know which pages are the most and least popular and see how visitors move around the site. All of the information collected from analytics cookies is
- (D) anonymous.
- (E) **Disabling Cookies** -You can prevent the setting of cookies by adjusting the settings on your browser (see your browser Help for how to do this). Be aware that disabling cookies will affect the functionality of this and many other websites that you visit. Disabling cookies will usually result in also disabling certain functionality and features of this site. Therefore, it is recommended that you do not disable cookies.

Any information gathered is stored securely – this includes offline server storage accessible only from the internal business and on Quikbooks cloud based accounting software. Emails are stored via Microsoft outlook 365.

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