

Introduction

Digital Design Technologies takes the privacy of your information and data very seriously. That is why we are committed to protecting and respecting the privacy of all of our customers and users of our website. We protect your personal data in line with the requirements of the General Data Protection Regulation (GDPR). The GDPR requires data controllers such as ourselves to document our lawful basis for processing personal data.

Our Privacy Policy explains what data we may collect from you, as well as how we share any personal data collected or provided by you. Please note that we are only describing our own practices; this policy does not apply to third parties, including other companies you might interact with through our services.

When you use and provide information to us via our services, you are accepting and consenting to our processing of your information in accordance with this Privacy Policy. Please read this entire policy carefully. If you don't understand any part of this Privacy Policy or you have any questions, please do not hesitate to contact us as per the details in Contact Us paragraph below.

Information we may collect from you

We may collect and process the following data about you:-

Information that you provide to us, such as your name, address, email address and telephone number, financial information, personal description, details of the property/project, any information about you or the property/project revealed in drawings and/or photographs and/or video, during and/or after the provision of the services in accordance with the terms and conditions of the services and any other information that you choose to provide voluntarily, when you:

- contact us through our website, email or telephone;
- contract our services;
- send feedback to us via our website;
- correspond with us by telephone, post or email;
- report a problem or make a complaint about any of our services;
- fill out our Contact Us Form on our website;
- engage with us with the result that we work with third parties (e.g. business partners, sub-contractors, payment services) and therefore may receive information about you from them.

How we may use your information

We use the information you give to us:

- to administer any work you have asked us to undertake;

- to manage the project or respond to enquiries and to arrange the performance of services;
- to carry out our obligations arising from any contracts or engagement of services entered into between you and us;
- to provide you with the information, products and services that you request from us;
- to communicate with you about any comments, complaints, queries or feedback you might have about us or our services;
- to notify you about any changes to our Terms & Conditions or our services; to communicate any information about your contract and to send you any account-related information and announcements;
- to provide you with information about goods and services we offer that we feel may be of interest to you by post, telephone, SMS or email. We will send that information by SMS or email only if:

(i) you have consented to this; or

(ii) where we are permitted to do so by law without consent, for example, if you have provided us with a company email address. If you do not want us to use your information in this way, please contact us using our [Contact Us Form](#) or our contact details.

We use the information about you that we collect automatically:

For internal operations, to make suggestions and recommendations to you about services that may interest to you and to otherwise manage our relationship.

We use the information collected about you from other sources in combination with the information you have given to us and the information about you that we have collected automatically. We will only use such information for the purposes as set out above.

Where we store and process your information

We operate only within the United Kingdom, if this should change, you will be informed in writing (by email or letter). All information you provide to us is stored on our secure server in the United Kingdom. We have in place a level of security appropriate to the nature of the information stored and the harm that might result from a breach of security.

The data that we collect from you is collated within our secure accounting system held on our secure server within the United Kingdom. Data is transferred securely and is used by DDT employees and/or Partners for the delivery of our services and the processing of your payment details. By submitting your personal data, you agree to this transfer, storing and processing of data. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Disclosure of your information

We may disclose your personal information to third parties:

- if when you are paying for our services, we will share your payment-related information with entities we have engaged to process payments. In any such case the service providers are allowed to process only the information solely for the purposes necessary to perform the requested service.
- if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply Terms & Conditions and other agreements; or to protect the rights of Digital Design Technologies.
- if you do not make payments that you owe in relation to any services provided to you by the service provider, in which case we may disclose your personal data to credit reference agencies and to fraud prevention agencies for the purposes of fraud prevention. We may also disclose your personal data to debt collection agencies which may use your information to trace your whereabouts and recover the debts. The information which we provide to such agencies may in turn be provided by those agencies and to other organisations which may use your personal data to perform similar checks. Information recorded by fraud prevention agencies may be accessed by organisations in other jurisdictions;
- protect clients and/or any third parties;
- if we are forced to protect our own rights, property and operations (enforcing contract performance or pursuing remedies or limiting damages we may sustain).

Security

We are committed to securing personal information and any data we collect from clients. We use physical, technical and organisational security safeguards to help protect the information that we have collected from unauthorised access and third parties. However, please note that no server, network or data transmission over the Internet is 100% secure and we cannot guarantee the security of any information transmitted through our websites and accounting systems and make no assurance about our ability to prevent any such loss or misuse. By choosing to share any information with us, you are accepting this risk.

Your rights

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes. You can also exercise the right at any time by contacting us using our contact details or Contact Us Form.

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please

contact us. We will respond to requests for access or correction of information within 30 days.

Links to third-party websites

Our websites may, from time to time, contain links to and from other websites. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites. We welcome any feedback about third-party websites linked to from our websites.

Changes to our Privacy Policy

By submitting your information to us, you consent to the use of that information as set out in this Privacy Policy. If we change our Privacy Policy, we will post the updated policy on this website.

In the event of any changes, we will also update the "Last updated" date at the bottom of this Privacy Policy. You should check our Privacy Policy occasionally to ensure that you are happy with any changes we make. Your continued use of the services following any changes to this Privacy Policy will mean you accept those changes.

Data Retention

We retain personal information we collect from you where we have an ongoing legitimate need to do so (for example, to provide you with a product or service you have requested us to provide or to comply with applicable legal, tax or accounting requirements).

When we have no ongoing legitimate need to process your personal information, we will either delete or anonymise it or, if this is not possible (for example, because your personal information has been stored in backup archives or accounting systems which are locked into tax periods), then we will securely store your personal information and isolate it from any further processing.

Contact Us

Questions, comments and requests regarding this Privacy Policy are welcomed and should be addressed to Digital Design Technologies, 2 John Street, London, WC1N 2ES or by email to info@digitaldesigntechns.co.uk or by telephone on +44(0)2070432235.