

Emma Stewart Interiors Ltd Privacy Policy 2023.

Trading address:

Emma Stewart Curtain Workroom
201-203 High Street
Potters Bar
Hertfordshire
EN6 5DA

Registered address:

8 Sibthorpe Road
Welham Green
Hertfordshire
AL9 7PH

Email: enquiries@emmastewart.co.uk

Telephone: 01707 663433

Website: www.emmastewart.co.uk

VAT number: GB 329 1055 17

Company number: 121 29550

Data Protection Policy:

Emma Stewart Interiors Ltd is committed to conducting its business in accordance with all applicable Data Protection laws and regulations and in line with the highest standards of ethical conduct.

This policy details expected behaviours of Emma Stewart Interiors Ltd's Employees and Third Parties in relation to the collection, use, retention, transfer, disclosure, and destruction of any Personal Data belonging to an Emma Stewart Interiors Ltd's Customers and Staff (i.e. the Data Subject) and irrespective of the media used to store the information.

Personal Data is any information (including opinions and intentions) which relates to an identified or Identifiable Natural Person. Personal Data is subject to certain legal safeguards and other regulations, which impose restrictions on how organisations may process Personal Data.

An organisation that handles personal data and makes decisions about its use is known as a Data Controller. Emma Stewart Interiors Ltd, as a Data Controller, is responsible for ensuring compliance with the Data Protection requirements outlined in this policy.

Non-compliance may expose Emma Stewart Interiors Ltd to complaints, regulatory action, fines and/or reputational damage Emma Stewart Interiors Ltd's leadership is fully committed to ensuring continued and effective implementation of this policy and expects all Emma Stewart Interiors Ltd Employees and Third Parties to share in this commitment. Any breach of this policy will be taken seriously and may result in disciplinary action or business sanction.

The type of personal information we collect

We currently collect and process the following information:

- Client names
- Email addresses
- Office addresses
- Project site addresses
- Telephone numbers.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Contacting clients and end clients via telephone, email and postal
- Delivery addresses
- Project site addresses
- End client's names and addresses

We also receive personal information indirectly, from the following sources in the following scenarios:

- Deliveries notes of products sent to us directly for use during the manufacture of products.
- Communication with companies sending us products on you the client's behalf

We use the information that you have given us to locate the site of the project, address quotations and invoices and communicate with you the client directly and if we are asked to communicate with the end client.

We may share this information with members of the ESI Ltd team, fitters, and insurance companies if we are working abroad.

Under the UK General Data Protection Regulation (UK GDPR (General Data Protection Regulation)), 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 info@emmastewart.co.uk or emma@emmastewart.co.uk
- B. We have a contractual obligation.
- C. We have a legal obligation.
- D. We have a vital interest.
- E. We need it to perform a public task.
- F. We have a legitimate interest.

How we store your personal information:

Your information is securely stored on a secure cloud with security measures for access.

We keep names, addresses, contact details, details of orders and invoice payments for 7 years. We will then dispose your information by deleting all digital and hardcopy information.

Your data protection rights

Under data protection law, you have rights including:

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 personal 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 personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal 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 contact us at info@emmastewart.co.uk, Emma Stewart Interiors Ltd. 201-203 High Street, Potters Bar, Hertfordshire, EN6 5DA. 01707 663433 if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at info@emmastewart.co.uk or emma@emmastewart.co.uk

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

ICO website: <https://www.ico.org.uk>