

## LEGAL & PRIVACY

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## USING OUR WEBSITE

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Use of this website constitutes your acceptance of these terms and conditions, which take effect immediately on your first use of the website. The Design Office reserves the right to change these terms and conditions at any time by posting changes online.

The Design Office is not responsible or liable for the content of any external websites linked to from this site.

## INFORMATION WE COLLECT ON OUR WEBSITE

This Policy explains how The Design Office uses information we collect and how you can limit our use of that data.

- We do not collect personal information ie. Name or Address by automated methods. If you choose to supply us with your name and email address to make an enquiry, we will use this data to follow up your request for information.
- We do collect information (that does not identify you) to evaluate our site and ensure that it performs appropriately.

## COOKIES

A cookie is a small piece of information that is placed on your computer when you visit our websites. Find out more about the use of cookies on <https://ico.org.uk/for-the-public/online/cookies/>

The Design Office uses cookies to:

- keep track of your browsing patterns and to build up a profile of how you and other users use the website.
- make our website work as efficiently as possible.

Most browsers allow you to turn off cookies. To do this look at the “help” menu on your browser.

# PRIVACY NOTICE

## INTRODUCTION

This document refers to personal data, which is defined as information concerning any living person (a natural person who hereafter will be called the Data Subject)

This notice explains what personal data we hold about you, how we collect it, and how we use and may share information about you. We are required to notify you of this information under data protection legislation. Please ensure that you read this notice (sometimes referred to as a 'privacy notice') and any other similar notice we may provide to you from time to time when we collect or process personal information about you.

The General Data Protection Regulation (GDPR) seeks to protect and enhance the rights of data subjects. These rights cover the safeguarding of personal data, protection against the unlawful processing of personal data and the unrestricted movement of personal data within the EU.

The Design Office refers to a commercial Partnership comprising Rebecca Bacon and Selina Austin

## PERSONAL DATA

The Design Office collects data from you and from other sources to process in different ways depending on the nature of our commercial relationship. Depending on our relationship, personal data may include but not limited to, Contact Information, Website Logins, Bank Account details. The Design Office also collects (non-identifiable) Analytics about the behavior of visitors to our website.

The Design Office's website uses cookies, which is a string of information that a website stores on a visitor's computer, and that the visitor's browser provides to the website each time the visitor returns. The Design Office website visitors who do not wish to have cookies placed on their computers should set their browsers to refuse cookies before using The Design Office's website.

The Design Office will only collect the information needed so that it can provide you with professional services and will never sell or broker your data.

If you have engaged with The Design Office as a client, employee or sub-contractor, we will continue to hold personal data about you on a contractual basis.

If you are a potential client (lead), business contact, a strategic partner or supplier we may hold personal data about you based on a Legitimate Interest assessment. We hold this information and communicate with you only on the basis that you have been referred to us professionally, you have initiated or requested contact with us or have previously engaged with one of our partners or our services.

## DISCLOSURE

The Design Office may share your personal data with related employees, companies and sub-contractors as required to fulfill our contractual obligations to you. The Design Office does not

broker or pass on information gained from your engagement with us without your consent. We will only share information where a GDPR-compliant confidentiality agreement is in place.

## **RETENTION POLICY**

The Design Office will process personal data and will continue to store such personal data in accordance with our policy, as outlined below.

The personal data may, but not exclusively, include the following, not all of which will be held in every case.

### **Business Contact / Prospect / Lead**

Legal basis for collecting information - Legitimate Interest

- Contact details
- Meeting notes

Retention Policy - 18months after first contact

### **Client**

Legal basis for collecting information - Contractual

- Contact details
- Correspondence and Invoice Address(es)
- FTP details, Domain Management, Control Panel and other Account Logins
- Business plan and other confidential documents
- PayPal Logins (required for online merchants only)

Retention Policy - 6yrs from most recent invoice

### **Photographic Subject**

Legal basis for collecting information - Contractual (Model Release)

- Expressed permission to use photographs
- Contact details

Retention Policy - 6yrs after Model Release form signed

### **Employee / Sub-contractor**

Legal basis for collecting information - Contractual

- Contact details
- National Insurance No.
- PAYE information
- Salary information and timesheets
- Bank Account Details

Retention Policy - 6yrs from most recent invoice

Data is held in the United Kingdom in accordance with our Security Policy. The Design Office does not store personal data outside the EEA.

## **AUTOMATED DATA PROCESSING**

The Design Office does not use automated data processing

## **YOUR RIGHTS AS A DATA SUBJECT**

At any point whilst The Design Office is in possession of or processing your personal data, all data subjects have the following rights:

- Right of access - the right to request a copy of the information that we hold about you.
- Right of rectification - a right to correct data that we hold about you that is inaccurate
- Right to erasure - you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing - you have a right to restrict our processing of your data.

Please note that exercising some rights may have contractual consequences.

## **KEEPING YOUR PERSONAL INFORMATION SECURE**

We have appropriate security measures in place to prevent personal information from being accidentally lost, used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need for access. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality under their contractual agreement.

If there has been any suspected data security breach we will notify you and any applicable regulator where we are legally required to do so.

## **YOUR RIGHTS TO CORRECT AND ACCESS YOUR INFORMATION AND TO ASK FOR IT TO BE ERASED**

Please contact our Data Protection Officer (DPO) at email [dpo@thedesignoffice.co.uk](mailto:dpo@thedesignoffice.co.uk) if you would like to correct or request access to information that we hold relating to you or if you have any questions about this notice.

You also have the right to ask our Data Protection Officer for some but not all of the information we hold and process to be erased (the 'right to be forgotten') in certain circumstances.

Our Data Protection Officer will provide you with further information about the right to be forgotten, if you ask for it.

## **COMPLAINTS**

In the event that you wish to make a complaint about how your personal data is being processed by The Design Office, you have the right to complain.

Contact the The Design Office Data Protection Officer at email [dpo@thedesignoffice.co.uk](mailto:dpo@thedesignoffice.co.uk)

If you do not get a response within 30 days you can complain to the Information Commissioner Office.