

## **Arlington Interiors Ltd.**

### **Data Protection Privacy Policy**

#### **Description of processing**

The following is a broad description of the way Arlington Interiors Ltd (the data controller) process personal information. To understand how your own personal information is processed you may need to refer to any personal communications you have received, check any further privacy notices the company has provided or contact the company to ask about your personal circumstances.

#### **Who personal information is processed about**

We process personal information about:

- customers (including prospective customers)
- staff
- suppliers and subcontractors

#### **Reasons/purposes for processing customer personal information**

We process personal information to enable us to; communicate with prospective customers during the design and quoting process, communicate with customers during the ordering and installation process, and to provide ongoing service and support to customers after the delivery and installation of the products that we supply.

#### **Type of customer personal information we process**

We process information relevant to the above reasons/purposes. This will include personal contact details (names, addresses, phone numbers, email addresses).

We also process sensitive classes of information that may include bank and debit/credit card details for the purposes of financial transactions for goods and services. We are fully compliant with the Payment Card Industry Data Security Standards.

#### **Staff personal information**

We process the personal information (including contact and banking details) of our staff for the purposes of normal employment needs and our legal obligations in respect of employment and health & safety.

## Storage of personal data

Personal data processed by the company may be in both electronic and paper form. In the case of electronic format, this will be stored securely on our computer system server or may be stored on secure cloud based storage. In the case of paper format we will only record essential information on paper and this will be kept secure at our premises and only essential contact information will be used outside of the premises by our staff, for the purposes of site visits to our customers and suppliers.

## Who the information may be shared with

We sometimes need to share the personal information we process with the individual them self and also with other companies and contractors. Where this is necessary we are required to comply with all aspects of the Data Protection Act (DPA) 2017, implementing the EU General Data Protection Regulation (GDPR).

What follows is a description of the types of people and companies we may need to share some of the personal information we process with for one or more reasons.

Where necessary or required we share information with:

- individuals whose personal data we are processing
- representatives of the person whose personal data we are processing
- staff members
- financial institutions
- business associates and professional advisers
- third party providers of goods and services
- government agencies

We will not pass any personal data to any third party, other than for the purpose of carrying out our normal business.

## CCTV Recording

CCTV is used for maintaining the security of our property and premises and for preventing and investigating crime. It may also be used to monitor staff and customers whilst on the premises. For these reasons the information processed may include visual images, personal appearance and behaviours. This information may be about staff, customers, suppliers, contractors, offenders and suspected offenders, members of the public and those inside, entering or in the immediate vicinity of the area under surveillance. Where necessary or required this information is shared with the data subjects themselves, employees and agents, services providers, police forces, security providers.

## Data Subject Access Request

Should you wish to enquire whether or not we process information about you or make a request for a copy of any personal information which Arlington Interiors Ltd. holds about you, you should write to the company secretary by email at [info@arlingtoninteriors.co.uk](mailto:info@arlingtoninteriors.co.uk), outlining the personal data you are seeking to obtain. We will acknowledge your request and we will respond to you within 30 days of receiving it. We may need to verify your identity and ask you to clarify the data you are seeking to obtain.

## Right to erasure (Right to be forgotten)

Should you wish us to erase any personal information that Arlington Interiors Ltd. holds about you, then you should write to the company secretary by email at [info@arlingtoninteriors.co.uk](mailto:info@arlingtoninteriors.co.uk). We will acknowledge your request by email, confirm whether we are able to erase the information requested (including confirming whether we hold it) and confirm to you once erased. We may need to verify your identity and ask you to clarify the data you are seeking to erase. We will consider each request on a case-by-case basis and whilst we will not seek to refuse your request unreasonably, we do have a number of statutory obligations that we must comply with. These include our legal financial obligations, which may prevent us from being able to fully erase your personal data. In this case we will only retain essential information. Personal information held electronically will be deleted from all known records and personal information held in paper form will be securely shredded.

## Correcting inaccurate personal data

Should you believe that the personal data we hold about you may be inaccurate, you can write to the company secretary by email at [info@arlingtoninteriors.co.uk](mailto:info@arlingtoninteriors.co.uk) outlining the inaccuracy. We will acknowledge your email, seek to address the inaccuracy and confirm back to you once corrected.

## Updates to this Privacy Policy

This Privacy Policy may be updated at any time in line with legislation changes or the commercial needs of the company. The latest issue of the companies Privacy Policy is available to view on our website at [www.arlington-interiors.co.uk](http://www.arlington-interiors.co.uk)

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