



Decibel Designs Privacy Policy

At Decibel Designs we are committed to protecting and respecting your privacy. In this privacy policy you will find information on how we collect and process your personal data.

This general privacy policy is reviewed regularly. Please note that for other specific occasions when your personal data may be collected or processed by us, additional privacy or fair processing policies may be provided. This general privacy policy supplements other privacy notices that may pertain to this website or our services.

Our contact details:

Name: Sarah Wodehouse
Address: 7 Grosvenor Lodge, 94 Grosvenor Road, London SW1V 3LF
Telephone: +44 (0)20 7821 9491
E-mail: interiors@decibeldesigns.co.uk
Date: 21st May 2021

If you have any questions about this privacy policy, including any requests to exercise your legal rights, or our privacy practices, you are welcome to contact us.

How we collect your personal information:

- **Directly:** Most of the personal information we process is provided to us directly by you, either by telephone, email, post, or through the contact form on our website.
- **Automated** (through use of the website): Technical data on how you interact with our website may automatically be collected by using cookies, server logs and other similar technologies. Please see our Cookie Policy for further details.
- **Social Media:** Your details may be shared with us by linking to our website through your social media accounts.

How we store your personal information:

Your information is securely stored at our address above. We keep contact details for an unlimited time in case of need (for example, in case a health and safety issue arises with a product that has been supplied to you). We keep bank details until the completion of the project and then erase them from our card index file.

How we use your personal data:

Under the General Data Protection Regulation (GDPR), the lawful basis we rely on for processing this information is: we have a contractual obligation.

This data will only be used when legally appropriate. It will usually be used in the following circumstances:

- Processing an enquiry received from you.
- In order to carry out an interior design contract (please note that we may share this information with contractors, sub-contractors and consultants working on the project.).
- In order to refund fee deposits and credits for goods (if applicable).

How we use your personal data (continued):

- Where legitimately necessary, such as:
 - To notify you regarding any change to our Services;
 - In a professional capacity to market our Services/Design portfolio to existing and prospective clients, suppliers and other third parties (please note that in these instances personal data is removed and information is anonymised);
 - To improve our website experience: whether administratively internally e.g. research & data analysis, or externally with regards to visitor experience;
 - To help ensure that our website stays safe and secure.
- Where it is necessary for us to:
 - Apply or enforce our standard terms and conditions of business and other agreements;
 - Comply with a legal obligation;
 - Protect the rights, property, or safety of Decibel Designs, our clients, or others;
 - Provide or exchange information with other companies or organisations for the purposes of fraud protection and credit risk reduction.

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 and also 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 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 via the details above 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 via the contact details above. You can also complain to the ICO (Information Commissioner's Office) if you are unhappy with how we have used your data. Their address is:

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Helpline number: 0303 123 1113

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

Third-Party links:

This website may include third-party links to applications, plug-ins and websites. Accessing third parties via these connections may allow them to collect or share data about you. We do not control these third parties and are not responsible for their privacy statements. For your knowledge and security, we advise you to read the privacy policy of every website you visit.