

Privacy Policy

Gardiner Design Associates is a multidisciplinary Design Agency.

We offer a range of services to businesses, organisations and individual people that need multidisciplinary Design Services.

Andrew Gardiner will be known as the 'controller' of any personal data you provide us. When you request our service we will collect some personal information about you, including; your name, role, business address, contact telephone numbers, your business e-mail address and details about the support you require which may include personal and sensitive data about your employees. You will have gained consent from your employees in order to share their personal and sensitive data with us. We require this information for a number of different reasons including, communicating with you as we provide our service to you, communication on your behalf with third parties and to deliver the service you require. Gardiner Design Associates has created this Privacy Statement under the Data Protection Act 1998 and the General Data Protection Regulations 2018. The statement is for your information and it covers how we collect, use, disclose, transfer and store personal data.

1. Introduction and General Terms

The Gardiner Design Associates is committed to protecting your personal information when you are using our services. We want our services to be safe and reliable. This Privacy Statement relates to our use of any personal information we collect from you.

It also relates to our use of any personal information you provide to us by phone, text, email, in letters and other correspondence and in person.

In order to provide you with the full range of Gardiner Design Associates services, we sometimes need to collect information about you.

This Privacy Statement explains the following:

- What information Gardiner Design Associates may collect about you
- How Gardiner Design Associates will use information we collect about you
- When Gardiner Design Associates may use your details to contact you
- Whether Gardiner Design Associates will disclose your details to anyone else
- Your choices regarding the personal information you provide to us

Gardiner Design Associates is committed to safeguarding your personal information. Whenever you provide such information, we are legally obliged to use your information in line with all applicable laws concerning the protection of personal information, including the Data Protection Act 1998 and the General Data Protection Regulations 2018. No system of data storage can be completely secure; if you have any concerns or complaints that your personal data held by the Gardiner Design Associates could have been compromised e.g. someone could have discovered your personal details held by us, please get in touch straight away. Our contact details are at section 14 of this statement.

2. What information will Gardiner Design Associates collect about me?

When you get in touch with us either via our website, e-mail or telephone we will collect some personal information about you. This can consist of information such as your name, role, email address, business address, telephone or mobile number.

3. How will Gardiner Design Associates use the information it collects about me?

Gardiner Design Associates will use your personal information for a number of purposes including the following:

- Ensuring that we have accurate information so that we may communicate with you and keep you updated of developments as we provide our service to you.
- Ensuring that we have consent and that we hold accurate information so that we may contact you at a future date for the purposes of quality control, billing, keeping you up to date or managing any other business related issues.

4. When will Gardiner Design Associates contact me?

Gardiner Design Associates may contact you:

- In relation to any correspondence we receive from you or any other parties involved in the service we provide for you, for example where we are booking meetings, appointments, presentations.
- In relation to any financial questions or issues such as in relation to billing or work activity.
- To advise of any design services and related products which may be beneficial to you or your business.

5. Will I be contacted for marketing purposes?

Gardiner Design Associates will only send you marketing emails or contact you where you have agreed to this by giving us your consent for example to update you on events. If you want to stop all personalised messages from Gardiner Design Associates you can contact us at any time and instruct us to stop.

6. Will Gardiner Design Associates share my personal information with anyone else?

We will keep your information within Gardiner Design Associates except where disclosure is required or permitted by law (for example to government bodies and law enforcement agencies) or where you have consented to us sharing your information with other parties involved in the service we provide to you, including, for example: production and scheduling.

Generally, we will use your information within Gardiner Design Associates and will only share it outside Gardiner Design Associates where you have requested it. Gardiner Design Associates requires all third parties to comply strictly with its instructions and Gardiner Design Associates requires that they do not use your personal information for their own business purposes and only use your information for reasons associated with the services we provide for you.

Brands
Interiors
Graphics
Exhibitions
Events
Display
Lighting
Signage
Digital
Print
Marketing
Advertising
Photography
Art direction
Management



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7. How long will Gardiner Design Associates keep my information?

We will hold your personal information on our systems for as long as is necessary for the purpose of the supply of services and for any legal requirements. It is anticipated that we will hold your personal information for a period of 6 years to cover any civil claims that might be made.

8. Can I arrange for my data to be deleted?

You can always ask for your information to be deleted by Gardiner Design Associates. However, we will hold data in line with statutory and recommended guidelines outlined by the CIPD please bear in mind that we may hold your information for a minimum period of 6 years for possible legal reasons or in line with your recommendations based on business need.

Deleting the information Gardiner Design Associates holds about you will erase any personal information we have about you and it will mean we won't be able to provide any of the data in future if it is required for other purposes;

9. Can I find out what personal information Gardiner Design Associates holds about me?

Under the Data Protection Act 1998 and the General Data Protection Regulations 2018 you have the right to request a copy of the personal information Gardiner Design Associates holds about you and to have any inaccuracies corrected. We will use reasonable efforts consistent with our legal duty to supply, correct or delete personal information about you on our files. Please address requests and questions about this or any other question about this Privacy Statement to info@gardinerdesign.co.uk

10. Web browser cookies

a) What is a Cookie?

A cookie is a small amount of data, which often includes a unique identifier that is sent to your computer, tablet or mobile phone (all referred to here as a "device") web browser from a website's computer and is stored on your device's hard drive. Each website can send its own cookie to your web browser if your browser's preferences allow it. Many websites do this whenever a user visits their website in order to track online traffic flows. Similar technologies are also often used within emails to understand whether the email has been read or if any links have been clicked. Your web browser may also provide the information about your device, such as an IP address and details about the browser that you are using. Gardiner Design Associates does not collect information such as your IP address or the browser you are using.

11. Changes to Gardiner Design Associates Privacy Statement

This Privacy Statement may be updated from time to time so you may wish to check it each time you submit personal information to Gardiner Design Associates. If you do not agree to any changes, please do not continue to submit personal information to Gardiner Design Associates. You can also ask for your businesses personal or sensitive data to be deleted by Gardiner Design Associates at any time - (Subject to any legal reasons we may have to keep some of the data we hold about you). If material changes are made to the Privacy Statement, for instance affecting how we would like to use your personal information, we will provide a more prominent notice (including, for certain services, email notification of Privacy Statement changes).

12. Sharing of your data with others

As part of the service that we provide it may be necessary to share information we hold about you with third parties (refer to section 6). Before we share any information we hold about you with any third party we will gain consent from you. If you do not want us to share your personal information with any third party please let us know immediately.

You also have the right to ask us to share your personal data with anyone you wish. To exercise this right to data portability please write to us, giving full details, using the details provided at section 14 of this statement.

13. Data storage

The data that we collect from you will be stored within the European Economic Area ("EEA") and will not be transferred outside the EEA unless we have your explicit consent to such transfer and storage. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy statement.

14. Contacting us about this Privacy Statement

We do not usually charge a fee to access your personal data or any of the other rights. However we may charge a fee if the request is clearly unfounded, repetitive or excessive. Alternatively, we could refuse to comply with your request in these circumstances. We aim to respond to all legitimate requests within one month, however, it can take longer. If this is the case, we will notify you and keep you updated. To contact us about this Privacy Statement email to; info@gardinerdesign.co.uk

