

# Darby House Interiors Ltd Privacy Policy

## (Completed: November 2022)

### **Our contact details**

Name: Darby House Interiors Ltd

Address: Unit 12, Stadium Court, Parkgate, Rotherham, S62 6EW

Phone Number: 01246 922922 / 01709 645645

E-mail: [info@darbyhouseinteriors.co.uk](mailto:info@darbyhouseinteriors.co.uk)

### **The type of personal information we collect**

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name, address and contact details)

### **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 either by phone, website, email or in person. This is collected for one of the following reasons:

- To be able to contact you back with information requested.
- If you purchase from us, we will use the information you have provided to administer your service and if required, we will share your information with our payment processors and or legal advisors. We will retain your information for the duration of our relationship with you and for as long as we are required to fulfil our legal obligations. We review these retention periods on a regular basis to ensure we do not store unnecessary personal information.
- we may also occasionally receive personal information indirectly via third parties whom you have given authority to share your information. This information is used for the same reasons as stated above.

Under the UK General Data Protection Regulation (UK GDPR), 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 us via the contact details at the top of this document.

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a legitimate interest

## **How we store your personal information**

Your information is securely stored in our hosted CRM database. We may also keep hold of paperwork.

We keep the above personal information for as long as required to fulfil our obligation to you. We will then dispose of your information if requested by securely deleting from our database and paperwork securely shredded.

## **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 using the contact details at the top of this document 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 using the contact details at the top of this document.

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>