

The General Data Protection Regulation Act (GDPR) is effective from 25th May 2018. The new regulations affect any companies managing data. The regulations cover electronic marketing and use of cookies.

**Your personal data that we retain** (past, current & future clients)

To clarify; the personal information that we hold on you may be retained in the following formats:

1. We maintain a manuscript project file containing hard copies of all correspondence between ourselves, also any suppliers relating to your project.
2. A computer folder containing all electronic correspondence relating to your project between ourselves (as well as with suppliers), photographs of the project and product supplied.
3. Your name and address are retained on our accounting software for financial records purposes and retained on paper copies of sales invoices.

The personal information we retain is your name and contact details i.e. address, telephone numbers and email address. In addition, the manual project file may note your personal preferences for colour / style / comments on products / schemes etc.

**Data retention periods**

1. The manuscript project file (1 above) is destroyed after project completion.
2. For a project that involves major refurbishment work or supply of bespoke furniture, we will normally retain the electronic data folder (2 above), for a maximum of 6 (six) years from completion of the project.
3. For less extensive projects involving only design / staging / decorating or soft furnishings, we retain the electronic data folder (2 above) for a maximum of 2 (two) years.
4. Our financial records (3 above) are destroyed approximately 7 years after the end of the relevant financial year end.

## **Our undertakings to you**

Our undertaking to all our current, past and future clients:

1. We will never use your personal data that we retain for our own or others marketing purposes.
2. We will never sell your personal data to a third party for their marketing purposes.
3. Should we wish to use a photograph of your completed project either on our web site or on a design related web site e.g. Houzz, we will always get your permission to do so, and, do our best to ensure that your identity cannot be compromised from the published photo or associated information.
4. Our web site will never, to our knowledge, collect information relating to you via cookies.
5. Your contact details will only be passed to tradespersons / professionals involved in your project, to enable them to liaise with you / attend site.