

# Privacy notice document

## Introduction

Client confidentiality is important to us. This privacy notice outlines who we are, what information we collect and store, how we will use that information, how long we store it for and how we store it, how we keep it secure and how we dispose of it once it becomes un-necessary to keep it.

Please read our policy document carefully and contact us with any questions or concerns you may have with our privacy practices.

## Who we are?

Data Controllers: Lisa Bruch and Mark Stanley  
Chameleon Upholstery  
4 Peace Cottages, Old Merrow Street, Guildford, GU4 7AX

## What information do we collect?

Forename and Surname  
Best contact number  
Address where delivery of furniture is necessary or we are coming to view for a quotation  
Email address

We do not collect data from third parties.

Data is collected via telephone or e-mail unless the customer has contacted us via social media in which case it is up to them what personal information they share with us.

Our website has a customer contact form on it which asks for name, telephone, Postcode.

## How do we use personal information?

We use personal information to create custom quotations and invoices for the work we carry out on behalf of our customers.

We send an annual e-mail to customers who have used our services in the last 12 months in order to keep them up-to-date.

We will never send spam email only email relative to your current enquiry or job.

## What legal basis do we have for processing your personal data?

**The relevant processing conditions contained within the GDPR contain six possible legal grounds:**

- consent
- contract
- legitimate interests
- vital interests
- public task
- legal obligation

We only use your data with your consent to contact you in relation to services that you have asked us to provide.

### **When do we share personal data?**

We will treat personal data confidentially and will only share it with your consent. The circumstances where we may need to share your data relate only to professionals complimentary to Upholstery services such as our colleagues who do our French polishing and furniture restoring and curtain and blind making. The data would usually be shared via email or telephone.

### **Where do we store and secure personal data?**

All data is stored on our PC which is password protected and secure. Any data which is on paper will be shredded once no longer needed. Our paper files are kept in a locked cabinet in our office which is in our home. To protect data against accidental loss we back up our PC daily and have a digital version of the diary backed up to ensure business continuity and disaster recovery.

### **How long do we keep your personal data for?**

We keep personal data of customers for 12 months following completion of work because this is how long we guarantee our work for. Once we no longer need the information, we shred any paperwork and delete any digital data which is securely shredded using AVG anti-virus.

### **Your rights in relation to personal data**

Under the GDPR, we respect the right of data subjects to access and control their personal data. Your rights with respect to this are:

- To have access to any personal information we have
- correction and deletion
- withdrawal of consent (if processing data on condition of consent)
- data portability
- restriction of processing and objection
- lodging a complaint with the Information Commissioner's Office

### **Use of automated decision-making and profiling**

N/A

### **How to contact us?**

**If you wish to raise a concern or ask any questions about our privacy practices, your personal information or if you wish to file a complaint; Please contact us by email at [chameleonupholstery@outlook.com](mailto:chameleonupholstery@outlook.com) or telephone 01483 493523 or in writing to Chameleon Upholstery, 4 Peace Cottages, Old Merrow Street, Guildford, GU4 7AX**

### **Linking to other websites / third party content**

The links on our website do not constitute endorsements and we take no responsibility for the content or information contained within any of these websites.