



ASTWOOD DESIGN CONSULTANCY PRIVACY POLICY

This privacy notice explains how Astwood Design Consultancy will use any personal information we collect about you.

What information do we collect about you?

We collect information about you when you engage with us for an enquiry, as well as when you provide information when accessing our website, or when you send us a CV in response to a current job vacancy.

This information provided by yourselves will be necessary to enable us to fulfil legitimate business interests between our Companies.

For job applications, this information will relate to your personal contact details, education and skills, marital status, nationality, and CV.

For other website activity, we are compliant with EU regulations on the use of cookies. If you visit our website to read or download information, such as news stories or articles, all the information we collect is statistical only and not personally identifiable.

We may also collect information when you voluntarily complete client surveys or provide feedback to us.

Why do we need to collect and use your personal data?

The primary legal basis that we intend to use for the processing of your data is for legitimate business interests. The information that we collect about you is essential for us to be able to carry out the services that you require from us effectively. Without collecting your personal data, we would be unable to fulfil our legal and regulatory obligations.

How will we use the information about you?

We collect information about you to provide you with professional services, for which you engaged us.

Business purposes include the following:

- Compliance with our legal, regulatory and corporate governance obligations and good practice
- Gathering information as part of investigations by regulatory bodies or in connection with legal proceedings or requests
- Ensuring business policies are adhered to (such as policies covering email and internet use)
- Operational reasons, such as recording transactions, training and quality control, ensuring the confidentiality of commercially sensitive information, security vetting, credit scoring and checking
- Investigating complaints
- Marketing our business
- Improving our services

Who might we share your information with?

We may email you about other products or services that we think may be of interest to you.

We will not share your information for marketing purposes with companies outside our group of companies.

Where third parties are involved in processing your data we will have a contract in place with them to ensure that the nature and purpose of the processing is clear, that they are subject to a duty of confidence in processing your data and that they will only act in accordance with our written instructions.

Where it is necessary for your personal data to be forwarded to a third party we will use appropriate security measures to protect your personal data in transit.

To fulfil our obligations in respect of prevention of money-laundering and other financial crime we may send your details to third party agencies for identity verification purposes.

How long do we keep hold of your information?

In principle, your personal data should not be held for longer than is required under the terms of our contract for services with you. However, we are subject to regulatory requirements to retain data for specified minimum periods. We also reserve the right to retain data for longer than this due to the possibility that it may be required to defend a future claim against us. We will retain your personal data for a minimum of 7 years.

You have the right to request deletion of your personal data. We will comply with this request, subject to the restrictions of our regulatory obligations and legitimate interests as noted above.

How can I access the information you hold about me?

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all your personal information, please email or write to us using the contact details noted below.

We have an obligation to ensure that your personal information is accurate and up to date. Please ask us to correct or remove any information that you think is incorrect.

Marketing

We will send you information about our products and services that we feel may be of interest to you.

You have a right at any time to stop us from contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes, please contact us by email or post.

What can you do if you are unhappy with how your personal data is processed?

You also have a right to lodge a complaint with the supervisory authority for data protection. In the UK this is:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Changes to our privacy policy

We keep our privacy policy under regular review and we will issue this upon request. This privacy policy was last updated in May 2018.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you: by email at: hello@astwood.co.uk or write to us at the address below.

Astwood Design Consultancy
Astwood House
67 High Street
Bidford On Avon
Warwickshire
B50 4BG