



Data Protection Policy

As of the 1st October 2019 our Privacy Policy has updated to be in compliance with GDPR. We are committed to your privacy and will always be transparent with how we store and use your data.

Why we hold and process information?

We collect your data when you contact us, enter a competition online, make an enquiry or take part in a design service. We have a secure system that stores the details you give us.

We collect your data for giving quotations and advice, providing the best overall customer experience – this can also include sending out newsletters and promotions. When receiving newsletters, you have the option to opt in or out of our mailing list. When using a service, we store your data in a secure system for 1 year in case you would like to return for further service. This can be extended or reduced upon request.

Sharing information with others

We may need to share personal information we process with others. If we have to do this, we will keep to data-protection legislation.

Depending on the circumstances, we may share information with:

- suppliers (furniture suppliers)
- within our organisation to other members of our team. The information will never be shared to other third parties without your permission

This does not mean that we necessarily share information with all of the above, but we may do so if we need to.

Our updated Privacy Policy will automatically come into effect for our existing customers – you will need to contact us should you wish to opt out of your data being stored on our system. Please be aware this will result in no further communications and we will be unable to send out offers and updates. Future customers will have to check a box on our contact us sheet to say they agree with our Privacy Policy and the GDPR.

Your rights

Under the GDPR, you have the following rights:

- Right to correction. You have the right to have inaccurate personal data about you rectified.
- The right to erasure. You have the right to request that we delete your personal data where: (a) the personal data are no longer necessary in relation to the purposes for which they were collected or processed; (b) you withdraw your consent to processing for which we previously obtained your consent; (c) you object to the processing and, as a result, we agree to cease that processing; (d) the personal data has been unlawfully processed; and (e) we are required to erase the personal data in order to comply with the law.
- Right to restriction. You have the right to obtain from us the restriction of processing where: (a) you contest the accuracy of the personal data we hold about you; (b) the personal data has been unlawfully processed; (c) we no longer need the personal data but they are required in limited circumstances; and (d) you object to the processing and, as a result, we agree to cease that processing
- Right to request transfer. In certain circumstances, you have the right to receive personal data from us in a structured, commonly used and machine-readable format (such as a spreadsheet or word file) and the right to transmit it to a third-party organisation.



- Right to object. You have the right to raise an objection to any of our processing as outlined above. Please tell us if you object to any type of processing that we do, and we will work with you to address any concerns you may have.
- Right to object to marketing. If you do not want us to process your personal data for direct marketing, please tell us and we will ensure that we no longer do this.
- Right to object to automated decision making. If automation is used at all in relation to making a decision, based off of your personal data provided to us, you have a right to object to this.
- Right to complain to the ICO. Whilst we would always prefer it if you approached us first about any complaints or queries you may have, you always have the right to lodge a complaint with the Information Commissioner's Office.
- Right to request access. You have the right to access a copy of personal data we hold about you. Please contact us on the details provided below.

Contact us

Should you have any concerns or questions about the use of your personal data, or wish to exercise any of the rights outlined above, please contact us using the following details: 07597 392824 or hello@hedgehogstudios.org

Complaints

If you are unhappy with the way that we have processed or handled your data, then you have a right to complain to the Information Commissioner's Office (ICO). The ICO is the supervisory body authorised by the Data Protection Act 2018 to regulate the handling of personal data within the United Kingdom. The contact details for the Information Commissioner's Office are:

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

Telephone: 0303 123 1113

Website: <https://ico.org.uk/concerns/>

Changes to this notice

There may be changes and updates to this privacy notice from time to time. We will look to keep you updated in as reasonable a way as possible should this be the case.