

Steve Highton Architectural Design & Joinery Manufacture

Privacy Policy.

This notice explains what happens to your personal data, either collected by Steve Highton or given by you.

It applies to all products & services, and all instances of data collection.

It applies to all information processed by or on behalf of Steve Highton.

Contact details

Steve Highton, 2, Chapel Hill, New Buckenham, NR162BD.

steve@stevheighton.co.uk

Steve Highton is the data controller, and provides the products & services referred to in this notice.

Data which will be processed, if relevant:

Client personal & contact details.

Details for anyone else involved, if relevant to products & services provided.

Records of contacts (phone calls, emails, website or social media enquiries)

Products and services provided or enquired about.

Property information: Location, type, listing, age, defects, construction type, job requirements, other relevant observations.

Any data obtained from third parties.

Data collection sources:

From the client directly and from others relevant to the estimation / provision of our products & services.

From other contractors.

From landlord / agent if property is rented.

Use of Data:

Communication with clients, updating client records, monitoring & recording communications.

Managing products & services, improving operation of the business, following best practice re. governmental & regulatory bodies, legal obligations.

Legal Basis for data use:**To provide clients with our products & services:**

Business need to communicate with clients re. progress of work.
Management of products & services.
Updating of client records.

Steve Highton contractual obligation:

Steve Highton is contractually obliged to process data provided by clients in order to provide products & services, or estimates for these.

Unless otherwise explained, client data will be held for these reasons:

As long as there are reasonable business needs re. managing client relations and our works.

As long as products & services continue to be provided, including any relevant warranty periods.

For the duration of any period of retention.

Client data protection rights:

The right to information re. data processing.

The right to correct or remove incorrect data.

The right to object to or restrict personal data processing.

The right to have personal data erased.

The right of access to personal data.

The right to move, copy, or transfer personal data.

Right of complaint:

The Information Commissioners Office enforces data protection laws.

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

To ask questions about this notice, or to exercise data protection rights, please contact Steve Highton using the “Contact Details” section of this notice.