



## Saspirella Ltd Privacy Policy

### **Our contact details:**

Name: Irene Taylor

Address: Saspirella Ltd, 48 High Street, Weaverham, Cheshire, CW8 2HB

Phone Number: 01606851051

E-mail: irenee@saspirella.com

Date reviewed and updated: 11<sup>th</sup> of March 2022

This policy relates to Saspirella Ltd and how we use the information you supply to us. We endeavour to ensure that any information / data provided to us is held both securely and responsibly and with your permission.

This policy also relates to personal information we collect from you in relation to your project and how we subsequently store and use it.

### The type of personal information we collect

We currently collect and process the following information you provide us when making an initial enquiry to procure our services or when entering a contract with us to undertake work for you:

- Personal identifiers, contacts, and characteristics e.g., name, property address, telephone number, email address and nature of services required.
- Information about services in relation to the business, e.g., Contact details of companies that may be useful to ourselves or our clients.

We also collect information from:

- Visitors to our website. You are not required to accept cookies as Yell only drop, for example, analytical and essential cookies which they are not

required to bring to your attention. Users can however turn cookies on or off via their own browser setting if you would like to do so. They are used to ensure that the site operates as intended, to monitor performance of the site, to remember pages that you have previously visited and to allow you to post enquiries via our contact form. Cookies on our website do not collect any personal identifiable information, pass data to advertising networks or other third parties.

## How do we use your information?

- To provide you with the services you require as part of your contract
- To issue your invoices
- To engage and share information with you regarding an ongoing project
- To allow us to fulfil our legal obligations

## How is this information held?

- We hold our digital data on a secure network which is regularly backed up. Every member of staff has a password protected PC and is encouraged to change their password regularly. The premises are secured and locked to prevent unauthorised entry. Paper-based information is held in folders placed within the office to be used for work purposes. Any confidential information is stored on password protected areas of the network or within lockable cabinets.

## Who do we share our data with?

- We do not sell or actively share the data you supply to us. We do not use it for direct marketing. We may forward your contact details to those associated with your project e.g., contractors, consultants, local planning authority to progress your project. This might include arranging a survey on your behalf. We will usually do this in consultation with you and at your request.

## Legal basis for processing

- The legal basis for processing of your data relates to the information provided and the context in which it was collected. We will only use your information where we have your consent to do so or need to perform a service for you.

## Managing your information

- You can ask for your data to be updated, corrected, or deleted at any time by contacting us.
- Deletion of data at your request will be carried out on the understanding that removal may affect our ability to progress a current project. Please

note we cannot delete address information that is attached to invoices as this must be held for tax purposes.

- For these types of requests please email us through the contact form on the website or telephone us on 01606851051
- If you have any queries about how we hold or use your data, please ask.

## How long do we keep your information?

- We retain your personal information for as long as we need it for the purposes it was collected. Basic contact information is retained in the event of a query after a project is completed. All emails relating to a project are archived periodically, typically 1 year after the last communication.
- We hold other information, such as drawings and specifications for longer. After 3 years these are scanned and archived.
- Updates to this policy
- We may need to update this policy occasionally. The most current version will be available on our website.

## Your data protection rights

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.
- You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.
- Please contact us at [irenee@saspirella.com](mailto:irenee@saspirella.com) Tel 01606851051 if you wish to make a request.

## How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at [irenee@saspirella.com](mailto:irenee@saspirella.com)

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>