



# PRIVACY POLICY



# Privacy Policy



## Welcome to the Privacy Notice for One Creative Environments Ltd.

We are **One Creative Environments Ltd.** (hereafter referred to as 'One'), a UK limited company registered in England and Wales at 5 The Triangle, Wildwood Drive, Worcester, WR5 2QX (Registered No. 2738102). In this document One Creative Environments Ltd will sometimes be referred to as 'we', 'us' or 'our'.

One is the Data Controller for any personal data collected and used and is registered with the Information Commissioner's Office (ICO) – Ref No. **ZA384106**.

This Privacy Notice is designed to help you understand everything you need to know about the what, why and how's of our data gathering and processing operations, and your legal rights as an individual.

We are committed to protecting your privacy and hope you will take some time to read this document; we have tried to keep it all as simple as possible and will keep you informed of any changes to the way we process your personal data in the future, prior to making them.

One takes responsibility for protecting your data very seriously and advise you to familiarise yourself with our practices. If there is anything contained within this policy you do not understand or if you wish to ask any questions, please do not hesitate to contact us using the details at the end of this policy.

## Why do we collect personal data?

We collect your personal information for a number of reasons:

### *E.g. 'Customers':*

- To provide you with a quotation for services;
- To improve the quality of the services we offer and better understand our customers' needs;
- Deliver services and support to you;
- Manage those services we provide to you;
- To train and manage the employment of our workers who deliver those services;
- To request feedback and reviews; and
- To recognise when customers re-engage with our services.

### *E.g. 'Employees':*

- To facilitate the delivery of the terms and conditions of your contract of employment; and
- To comply with legal obligations imposed on the company.

## The conditions of use

### **Consent**

For One to process your personal data, we will be relying on your consent to do so. You may withdraw your consent at any time by contacting us at the address provided at the end of this Policy.

### **Contractual Necessity**

One is required to process your **data** for the purposes stated above, in order to deliver on the terms of a contract between us and yourself, or it may be to deliver on the terms of a contract that is not yet in place but where there is an intention that it soon shall be.



### ***Legitimate Interests***

One will process your data for certain legitimate business interests, which include some or all of the following:

- a) To enhance the security measures in place that protect data for which we are responsible;
- b) To identify and prevent fraud;
- c) To provide reference information to third party organisations where you request us to do so;
- d) To investigate any future insurance claims, for which we are responsible;
- e) To protect the company's assets;
- f) To provide you with services you are looking for;
- g) To improve the quality of the services we offer, and to better understand the needs of our customers;
- h) To request feedback and reviews;
- i) To allow us to understand the scale and range of our customer base; and
- j) To recognise when customers re-engage with our services.

Where we are processing your data for the above reasons we shall always hold your data rights paramount. You have the right to object to this processing if you wish, more details can be found below on objecting to processing.

### **Who will we share your information with?**

We offer a personal service and therefore do not send out blanket marketing emails. We take our responsibilities very seriously and will respect your privacy and trust by storing your details securely. Your information will only be used by One and we will never sell or pass on your details to another organisation unless you ask us to do so.

No third party we employ who must have access to our data in order to perform their function will be allowed to use any of that data for any purpose unrelated to the purposes stated above.

### **Where is my data going to be kept?**

#### ***Data Transfers outside EU by Controller***

One may, as a part of its standard business practices, transfer your personal data to the following third countries (i.e. The Falkland Islands). Where transfers of data to third countries or organisations in third countries takes place, One has applied the following safeguards to ensure that appropriate security measures are in place:

- a) All data sent via email from the Company is encrypted;
- b) Contracts with third countries will be reviewed to ensure they are GDPR compliant;
- c) No data will be transferred unless the data subject has explicitly consented to the proposed transfer; and
- d) The transfer is necessary for the performance of a contract between the data subject and the Controller or the implementation of pre-contractual measures taken at the data subject's request.

### **No Data Transfers outside EU by Third Party**

One will not share your personal data with any third party organisation that transfers personal data to any country outside the list of countries approved by the EU Commission as having appropriate safeguards for data transfers.



## How long will we keep your data?

### ***Consent***

Where the lawful basis of our processing is based on your consent we will retain the personal data for either:

- a) As long as we have your consent to do so (see below on withdrawing consent), or,
- b) As long as it is needed to meet the operational needs of the business.

### ***Contractual Necessity***

Where the lawful basis of our processing is based on a contractual necessity, One will retain your personal data for no longer than is necessary for this purpose or those purposes.

### ***Legal Obligation***

Where the lawful basis of our processing is based on a legal obligation, One will retain your personal data for no longer than is necessary for this purpose or those purposes.

### ***Legitimate Interests***

Where the lawful basis of our processing is based on legitimate interests One will retain your personal data for no longer than is necessary for this purpose or those purposes.

For further information about how long data is kept by One, please refer to our '**Retention and Destruction Policy**'. This is available upon request by contacting our Data Protection Representative (DPR) on 01905 362300 or by emailing [reception@oneltd.com](mailto:reception@oneltd.com).

## **The Website**

This website and its owners take a proactive approach to user privacy to ensure the necessary steps are taken to protect the privacy of its users throughout their visiting experience. This website complies to all UK national laws and requirements for user privacy.

### ***Use of Cookies***

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users' browsing actions and patterns and does not identify any individual.

For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our site and to deliver a better and more personalised service. They enable us:

- To estimate our audience size and usage pattern.
- To store information about your preferences, and so allow us to customise our site according to your individual interests.
- To speed up your searches.
- To recognise you when you return to our site.





You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our site. Please note that our advertisers may also use cookies, over which we have no control.

This website also uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics which uses cookies to track visitor usage and this data will be stored for up to 50 months. The software will save a cookie to your computer's hard drive in order to track and monitor your engagement and usage of the website, but will not store, save or collect personal information. You can read Google's privacy policy here for further information [ <http://www.google.com/privacy.html> ].

### ***Contact and Communication***

Users contacting this website and/or its owners do so at their own discretion and provide any such personal details requested at their own risk. Your personal information is kept private and stored securely until a time it is no longer required or has no use, as detailed in the General Data Protection Regulations 2016 (GDPR). Whilst every effort has been made to ensure a safe and secure form to email submission process, users using such form to email processes are advised that they do so at their own risk.

This website and its owners use any information submitted to provide you with further information about the services we offer or to assist you in answering any questions or queries you may have submitted. Your details are not passed on to any third parties.

### ***External Links***

Although this website appears to include quality, safe and relevant external links, users are advised adopt a policy of caution before clicking any external web links mentioned throughout this website. (External links are clickable text / banner / image links to other websites, similar to; **Keep SEO Simple Glasgow** or **www.keepseosimple.co.uk**.)

The owners of this website cannot guarantee or verify the contents of any externally linked website despite their best efforts. Users should therefore note that they click on external links at their own risk. This website and its owners will not be held liable for any damages or implications caused by visiting any external links mentioned.

### ***Adverts and Sponsored Links***

This website may contain sponsored links and adverts. These will typically be served through our advertising partners, to whom may have detailed privacy policies relating directly to the adverts they serve.

Clicking on any such adverts will send you to the advertiser's website through a referral program which may use cookies and will track the number of referrals sent from this website. This may include the use of cookies which may be saved onto your computer hard drive. Users should therefore note that they click on sponsored external links at their own risk and neither this website nor its owners will be held liable for any damages or implications caused by visiting any external links mentioned.

### ***Social Media Platforms***

Communication, engagement and actions taken through external social media platforms that this website and its owners participate are custom to the terms and conditions, as well as the privacy policies held with each social media platform respectively.



Users are advised to use social media platforms wisely and communicate / engage upon them with due care and caution in regard to their own privacy and personal details. Neither website nor its owners will ever ask for personal or sensitive information through social media platforms and encourage users wishing to discuss sensitive details to contact them through primary communication channels such as by telephone or email.

This website may use social sharing buttons which help share web content directly from web pages to the social media platform in question. Users are advised before using such social sharing buttons that they do so at their own discretion and note that the social media platform may track and save your request to share a web page respectively through your social media platform account.

### ***Shortened Links in Social Media***

This website and its owners through their social media platform accounts may share web links to relevant web pages. By default some social media platforms shorten lengthy urls [web addresses] (this is an example: <http://bit.ly/zyVUBo>).

Users are advised to exercise caution and good judgment before clicking any shortened urls published on social media platforms by this website and its owners. Despite the best efforts to ensure only genuine urls are published, many social media platforms are prone to spam and hacking and therefore this website and its owners will not be held liable for any damages or implications caused by visiting any shortened links.

## **Your Rights, Our Responsibility**

There are several rights granted to you immediately upon providing us with your personal information; we'd like you to know that at One we take your rights as a Natural Person seriously and will always conduct ourselves in a way that is considerate of our responsibility to serve your legal rights.

### ***Withdrawing Consent***

Should the time come where you no longer wish for us to have or use your personal data you may withdraw your consent at any time. To withdraw your consent for us to process your data we request you contact us via email or in writing, with instructions of your wishes.

After a withdrawal of consent request is received we may contact you to verify the request.

Withdrawing your consent for us to process your personal data will not affect the lawfulness of the processing beforehand.

### ***The Right of Access***

This grants you the right to confirm whether or not your personal data is being processed, and to be provided with all the relevant details of what those processing operations are.

If you would like access to the personal data we have about you, we ask that you contact us in writing at the address shown at the end of this policy, telling us exactly what information you require, including proof of ID.



We cannot give you access to your information if:

- It contains personal information about other people;
- A professional believes it will cause you or someone else serious physical or mental harm;
- The information may interfere with preventing or detecting a crime.

If you prefer, you can ask us to let someone acting on your behalf to see your personal information, but only if you have given us written permission beforehand.

Generally there is no charge whether you want to view or have a copy of your information and we have 28 days to deal with your application. However, if your request is excessive or clearly groundless, we will either charge you a reasonable administrative fee or refuse to reply.

#### ***The Right of Erasure ('Right to be Forgotten')***

You have the right to request that we erase all personal data we have about you, and we must respond to that request without undue delay. There are some conditions that apply with this right, but we will make every attempt to respond to a 'Right to be Forgotten' request within 30 days of receipt.

#### ***The Right to Rectification***

If you notice that the data we hold about you is inaccurate or incomplete, you may request we rectify the mistake. Whilst we may not always be able to change or remove that information, any factual inaccuracies will be corrected, and we will add your comments to the record to who what has been done. Every effort will be made to respond to requests of this nature immediately.

#### ***The Right to Restriction***

You have the right to have us restrict the processing of your personal data and ensure that processing only takes place with your consent or for legal purposes.

#### ***The Right to Objection***

The right to object is a basic freedom all democracies enjoy. If you wish to object to the way we use, or have used, your personal data you may do so freely.

#### ***The Right to Portability***

This is a legal right afforded to you that most companies already provide; it basically states that if you request it, we must pass on all of the details you have given to us to another provider of your choosing.

#### ***The Right to Complain***

We will always try to maintain the highest standards and encourage the confidence our customers have in us as an organisation. In order that we can achieve this we request that any complaints be first brought to our attention so we can properly investigate matters; if however you would like to complain about One to a supervisory authority you may do so by contacting the Information Commissioners Office on 0303 123 1113, or anyone of the other reporting methods listed on their website - <https://ico.org.uk/concerns>.



## Our contact details

If you wish to get in touch with One or speak with our Data Protection Representative, please do so via any of the contact details below:

Data Protection Representative  
One Creative Environments Ltd  
5 The Triangle  
Wildwood Drive  
Worcester  
WR5 2QX

T: 01905 362300  
@: **Reception@oneltd.com**

If you would like further advice or do not feel we have answered your complaint satisfactorily, then please contact the Information Commissioner's Office (ICO) at:

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

Tel: 0303 123 1113 (local rate) or 01625 545 745  
Email: **casework@ico.org.uk**  
Live Chat: **<https://ico.org.uk/global/contact-us/live-chat/>**  
Website: **[www.ico.org.uk](http://www.ico.org.uk)**

The ICO is the UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals.