



Creative
environments

COOKIE POLICY





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 show 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 (ONE)
5 The Triangle
Wildwood Drive
Worcester
WR5 2QX

Tel: 01905 362300
Email: hello@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

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.

Privacy Notice
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(This policy is contained within ONE's Company Staff Handbook.)