



Creative
environments

PRIVACY POLICY



Welcome to the Privacy Notice for ONE Creative environments

We are ONE Creative environments (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 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 hello@oneltd.com.