

**Dekko Interiors Ltd
Privacy Policy**

We respect the privacy of our Customers, Suppliers, Subcontractors and any other contracting parties. Any information you provide us with will be securely protected and managed in line with the Privacy Policy.

We know how important it is for you to understand how we use your data. This Privacy Policy sets out how and why we collect, store, process and share your Personal Data. We will always be transparent with you about what we do with your Personal Data.

This Policy also tells you what your rights are in relation to the Personal Data you give to us.

If you have any questions about this Privacy Policy or your rights under it, please contact us via our website contact page <http://www.dekkinteriors.co.uk/contact> or sending an email at info@dekkinteriors.com or mailing us at the address provided below.

Address:

Dekko Interiors Ltd
6 Mulberry Place
Pinnell Road
London
SE9 6AR
United Kingdom

Telephone: 020 8294 2077

SECTION 1 - Who is collecting the data?

Dekko Interiors Limited (Company number 7707415), whose registered office is at 6 Mulberry Place, Pinnell Road, London, SE9 6AR is the "data controller" of any Personal Data it may collect, process and hold about you, unless we inform you otherwise. This means we are responsible for deciding how we hold and use Personal Data about you.

We know how important it is for you to understand how we use your data. This Privacy Policy sets out how and why we collect, store, process and share your Personal Data. We will always be transparent with you about what we do with your Personal Data.

Our website www.dekkinteriors.co.uk may include links to third party websites, plug-ins or applications which may allow third parties to collect or share your personal data. We are not responsible for their use of your Personal Data and cannot control it. When you leave our website, we encourage you to read the privacy notice of every website you visit.

Our website is not intended for children and we do not knowingly collect data relating to children.

SECTION 2 - What Personal Data do we collect?

Personal Data, or personal information, means any information about an individual from which that person can be identified.

The Personal Data that we may collect from you directly, use, store and transfer can include:

- Identity Data including your name, title, username or similar identifier,
- Contact Data including your postal address, email address, mobile/landline telephone number,
- Financial Data including bank account, credit, or debit card or other payment information contained within bank statements and bills.
- Transaction Data including details about payments to and from you and other details of goods or services you have purchased from us,
- Usage Data including information about how you use our website, the full uniform resource locators, clickstream to, through and from our website, download errors, lengths of visit to certain pages, page interaction information and methods to browse away from our website,
- Technical Data including internet protocol (IP) address, your login data, browser type and version, time zone setting, location data, device cookie and identification, browser plug-in types and versions, operating system and platform and other identifying information required for your device to communicate with our websites.
- Profile Data including your username and password, purchases, orders or requests made by you, title, gender, preferences, and feedback,
- Marketing and Communications Data including your preferences in receiving marketing from us and your communication preferences,
- other information you give us when you contact us,
- information you give us when you engage with our social media platform (by mentioning/tagging us or by contacting us directly).

SECTION 3 - When do we collect your Personal Data?

We use different methods to collect data from and about you including:

From you directly

You may give us your identity, contact and financial data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:

- contact us via telephone, email or visit us in person,
- request information about our goods and services we offer,
- enter a quotation process or a customer enquiry with us,
- enter contract with us to buy, sell goods and services from/to us,
- create an account on our website,
- subscribe to our any services or publications that we offer,
- contact us through social media,
- provide feedback.

From third parties or publicly available sources

We may receive Personal Data about you from the following third parties and public sources:

- providers of publicly available information which may include professional bodies or trade associations, credit reference agencies, Companies House, LinkedIn and other web platforms,
- providers of technical, payment and delivery services,
- our professional advisors: such as lawyers, accountants, surveyors and other consultants and advisors,
- automatically collected from or about you or your device. As you interact with our website, we may automatically collect technical data about your equipment, browsing actions and patterns. Our website also uses cookies; to find out more about the use of cookies and how you can manage them, please read SECTION 4 – Cookie Policy below,
- when you engage with us on social media (by mentioning/tagging us or by contacting us directly).

SECTION 4 – Cookies

A cookie is a small amount of information downloaded to your computer or device when you visit certain websites.

Our www.dekkointeriors.co.uk site does not use any cookies.

SECTION 5 - What do we do with your information and what is our lawful basis for processing your Personal Data?

Personal Data about our Customers, Suppliers, Subcontractors and other contracting parties cooperating with us is an important part of our business and we shall only use your Personal Data for the purposes as listed in the table below. If we need to process your Personal Data for a different purpose that is not compatible with the original purpose, then we will let you know.

We may process your personal data for a different purpose than listed below and without your consent where it is necessary for us to comply with our legal obligations.

In every case we process your Personal Data we are authorised to do so by at least one the following lawful basis:

- Contract or Enquiry we have with you – the processing is necessary for a contract or enquiry that we have with you, or because you have asked for specific steps to be taken before entering into a contract,
- Consent – you must have given us your clear consent to allow your Personal Data to be processed for a specific purpose,
- Legal obligation – the processing is necessary to ensure legal compliance,
- Vital interests – the processing is necessary to protect someone’s life,
- Public task – the processing is necessary to carry out a task in the public interest.

Purpose/Activity	Type of data	Lawful basis
To register an enquiry from you as our Customer or a potential Customer	Identity Contact	To enter into and perform a contract or potential contract with you Necessary for our legitimate interest (of being able to keep records of our Customers)
To contact you as our Customer or a potential Customer or Supplier or a potential Supplier To help us to identify you when you contact us	Identity Contact Transaction Marketing and Communications	To perform a contract or potential contract with you Necessary for our legitimate interests (for running our business, to keep our records updated)
To enter into and perform a contract, where we will be supplying products/services to you as our Customer and/or you will be supplying products/services to us as our Supplier	Identity Contact Financial Transaction Marketing and Communications	To perform a contract with you Necessary for our legitimate interests (for running our business, to keep our records updated)
To verify your identity, perform credit checks, prevent or detect fraud or money laundering	Identity Contact Financial Transaction	To perform a contract or potential contract with you Necessary to comply with a legal obligation Necessary for our legitimate interests (for running our business, to prevent entering into contracts with financial insolvency)
To manage our relationship with you throughout a whole contract / project	Identity Contact	To perform a contract with you Necessary for our legitimate interests (for running our business, to be able to enter into, manage and perform our contract with you)

To deal with your queries or complaints, claims, legal disputes or raise queries, claims, legal disputes or complaints with you

Identity
Contact
Financial
Transaction
Marketing and
Communications

To perform of a contract or potential contract with you

Necessary for our legitimate interests (to improve the services and/or products we provide/supply, to defend, bring or establish legal claims)

To ask you to leave a feedback

To notify you about changes to our Terms or Privacy Policy

Identity
Contact
Profile
Marketing and
Communications

To perform of a contract or potential contract with you

Necessary to comply with a legal obligation
Necessary for our legitimate interests (to keep our records updated and to study our customers' satisfaction and how customers use our websites/services)

To prevent our business from fraud, crime and bad debts

Identity
Contact
Financial
Transaction
Marketing and
Communications

To ensure our operations are safe and sustainable

Necessary to comply with a legal obligation
Necessary for our legitimate interests (to collect our debts)

To administer and protect our business and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)

Identity
Contact
Technical

Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise)
Necessary to comply with a legal obligation

To deliver relevant website content and advertisements to you and measure or understand the effectiveness of the advertising we serve to you

Identity
Contact
Profile
Usage
Marketing and
Communications
Technical

Necessary for our legitimate interests (to study how customers use our website/services, to develop them, to grow our business and to inform our marketing strategy)

To use data analytics to improve our websites, products/services, marketing, customer relationships and experiences

Technical
Usage

Necessary for our legitimate interests (to define types of customers based on their age, gender and interests for our products and services, to keep our websites updated and relevant, to develop our business and to inform our marketing strategy)

To ensure that content from our websites is presented in the most effective manner for you and your computer

Identity
Contact
Financial
Transaction

Necessary for our legitimate interests (to develop our products/services and grow our business and provision of administration and IT services)

To permit our trusted third parties to carry out services as our Subcontractors

Identity
Contact

To perform a contract with you

Necessary for our legitimate interests (to enable us to deliver our goods through delivery companies, and fitting our products by our Subcontractors)

To comply with our legal and regulatory obligations imposed by law or any court order

Identity
Contact
Financial
Technical
Usage

To comply with our legal obligations

To allow email marketing (if applicable)

Identity
Contact
Technical
Usage
Marketing and
Communications

With your permission, we may send you emails about our products and other updates. When we send you marketing material email and/or via SMS we will rely on our legitimate interests as a business, always ensuring that your rights are protected

SECTION 6 - Who do we share your Personal Data with?

We will never sell any of your Personal Data to a third party. However, in order for us to provide our services to you, we share your Personal Data with our trusted third party service providers, for the objectives as detailed below.

Whenever we share your Personal Data, we put safeguards in place which require these organisations to keep your data safe and to ensure that they do not use your Personal Data for their own marketing purposes.

I. Third party service providers

We work with a number of trusted service providers who carry out services on our behalf, so we are able:

1. To fulfil contracts and orders for products and services

In general, the third-party providers used by us will only collect, use and disclose your information to the extent necessary to allow them to perform the services they provide to us, such as delivering and/or installation of goods that you bought or processing your payment. It is in our legitimate interests as a business to work with these service providers since we may not have the capabilities to provide these services ourselves. In each case, we will ensure that the service provider is only allowed to use your Personal Data in order to provide the services to us and for no other purpose.

However, certain third-party service providers, such as payment gateways and other payment transaction processors, have their own privacy policies in respect to the information we are required to provide to them for your purchase-related transactions. For these providers, we recommend that you read their privacy policies so you can understand the manner in which your personal information will be handled by these providers.

2. To prevent crime and comply with laws

We may share your financial information including your credit, debit card or other payment information with third parties to ensure that your payment is safe and that your details are not being used fraudulently. This data sharing enables us to conduct fraud analysis which ensures that genuine and accurate payment details are provided to us for any purchase.

There may be other scenarios where we are subject to a legal obligation to share or disclose your Personal Data, such as with law enforcement agencies or public authorities in order to prevent or detect crime or fulfil a legal requirement.

II. Transfer of your Personal Data outside the EEA

We may need to transfer your Personal Data outside of the European Economic Area (EEA), in circumstances where we work with a supplier which processes some of its Personal Data outside of the EEA.

These countries may not have the same data protection laws as the UK and the EEA and so your Personal Data may not be subject to the same protections. However, in such cases, we will make sure that any transfer of your Personal Data to countries outside the EEA is subject to appropriate

safeguards as if it were being processed inside the EEA and under the guiding principles set out in this Privacy Policy.

However, please remember that when using our website you click on links, they may direct you away from our site. We are not responsible for the privacy practices of other sites and encourage you to read their privacy policy. Once you leave our store's website or are redirected to a third-party website or application, you are no longer governed by this Privacy Policy.

If you would like further information, please contact us at the contact data provided.

SECTION 7 - Your rights

You have a number of rights relating to your personal information and what happens to it. You are entitled to:

- have your data processed in a fair, lawful and transparent way,
- be informed about how your personal data is being used, an example being this Privacy Policy,
- access personal data we hold about you,
- require us to correct any mistakes in your Personal Data,
- require us to delete Personal Data concerning you in certain situations where there is no good reason for us to continue to process it,
- request that we transfer your Personal Data to you or another service provider in a simple, structured format,
- object at any time to processing of your Personal Data for direct marketing purposes,
- object to automated decision making which produces legal effects concerning you or similarly significantly affects you,
- object in certain other situations to our continued processing of your Personal Data,
- otherwise restrict or temporarily stop our processing of your Personal Data in certain circumstances,
- complain about our use of your Personal Data to the UK Information Commissioner's Office (ICO) – see SECTION 8 – “How can you raise a complaint about our use of your Personal Data?” below for more guidance.

SECTION 8 - How can you raise a complaint about our use of your Personal Data?

You can read more about your rights, including the circumstances in which they apply, in the Guidance from the UK Information Commissioner's Office (ICO) <https://ico.org.uk/>.

You have the right to complain about our use of personal data to the ICO. You can do these by contacting the ICO via their website <https://ico.org.uk/concerns> or by calling 0303 123 1113.

If you would like to speak to us in relation to any of your rights, please contact us at the contact data provided.

SECTION 9 - Consent

When you provide us with Personal Data to enter in an enquiry or a contract with us, this gives us lawful basis to our collecting and using your Personal Data for that specific reason only.

If we ask for your Personal Data for a secondary reason, like marketing, we will either ask you directly for your expressed consent, or provide you with an opportunity to say no.

SECTION 10 – Consent and changing your preferences and/or withdrawal of your consent

We want to ensure that all the information we have about our Customers, Suppliers, Subcontractors and other contracting parties is factually correct and up to date. If you find that the personal data we have about you is inaccurate or needs updating (for instance, you may have changed your name or address) then please contact us so that we can correct it. If you have created a profile on our website, you can change the details stored about you by logging into your Account.

If you no longer wish to be contacted by us about our products or services, or for other marketing purposes, you can amend your preferences or withdraw your consent, at any time, by contacting us via our website contact page <http://www.dekkointeriors.co.uk/contact> or sending an email at info@dekkointeriors.com or mailing us at: Dekko Interiors Ltd, 6 Mulberry Place, Pinnell Road, London, SE9 6AR, United Kingdom.

SECTION 11 - Security of your Personal Data

We take the security of your Personal Data very seriously. We take reasonable precautions and follow industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed.

We protect your data by using safeguards such as firewalls and password protection. This means that your data is protected and only accessible by co-workers who need it to carry out their job responsibilities. We also ensure that there are strict physical controls in our buildings which restricts access to your Personal Data to keep it safe.

SECTION 12 - Retention of your Personal Data

We will retain your Personal Data for as long as is necessary for the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. This means that the retention periods will vary according to the type of the data and the reason that we have the data in the first place.

We have procedures in place regarding our retention periods which we keep under review taking into account our reasons for processing your Personal Data and the legal basis for doing so.

SECTION 13 – Changes to this Privacy Policy

We reserve the right to modify this Privacy Policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

This Privacy Policy was last updated on 24th May 2018.

QUESTIONS AND CONTACT INFORMATION

If you would like to: access, correct, amend or delete any personal information we have about you, register a complaint, or simply want more information contact us via our website contact page <http://www.dekkointeriors.co.uk/contact> or sending an email at info@dekkointeriors.com or mailing us at the address provided below.

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