

Porcellana Tile Studio (Porcellana Tile & Stone Limited) - Privacy Policy

Introduction

Client and web page visitor's privacy is important to Porcellana Tile Studio and we are committed to treating you and your data with the utmost respect. With recent changes to UK and EU legislation regarding personal data we have become (by default) a data controller and as such we have put in place policies and protocols for the lawful processing of personal data.

The Privacy Notice set out below explains a number of specific areas concerning the data possessing carried out by Porcellana Tile Studio.

- Important information about Porcellana Tile Studio
- What data we collect from you
- What method is employed to collect personal data
- How Porcellana Tile Studio intends to use this personal data
- Disclosure of your data to third parties
- International data disclosure policy
- Security of your data held by Porcellana Tile Studio
- Period of retention of data
- Your legal rights under UK and EU law
- Glossary of terms

This privacy notice relates to the methods by which Porcellana Tile Studio collects, processes and stores your personal data through personal interaction, telephone communication and digital means such as our website and any social media online services which we employ. It also covers information held on contractual documents generated in the normal process of trade, such as an invoice or receipt.

Who we are?

This notice is published by Porcellana Tile Studio (Porcellana Tile & Stone Limited), Studio B, The Carnegie Building, 121 Donegall Road, Belfast BT12 5JL.

Tel: 028 90240040
Website: www.porcellanatilestudio.com
Email: studio@porcellanatilestudio.com

What information do we collect?

We compile particular fields of data through the normal process of business and include the following:

- Visitors or clients names, addresses and contact telephone numbers
- Online user names
- Email addresses
- Gender
- Website usage data
- Digital presence from your online presence and profiles

This data is collected by a number of different means such as

- Direct personal interaction in our showroom, on site or any other location
- Contacting Porcellana Tile Studio by telephone, email or any other digital means
- Analytics information provided by website browsers and social media hosting services engaged by Porcellana Tile Studio
- Website Cookies controlled by Porcellana Tile Studio. Web visitors have the option to accept or reject these cookies when accessing the Porcellana Tile Studio website
- Personal identity and contact data from publicly available sources such as Companies House and the Electoral Register based inside the UK/EU.

Data relating to your payment details from a third party such as your bank or building society, necessary in the normal course of business.

How do we use personal information?

The personal data of visitors to and clients of Porcellana Tile Studio is important to us, and as such we will normally only use this information in accordance with UK and EU law in the following circumstances:

- The provision of goods and/or services
- Delivering marketing and events communication
- Business account setup and general administration
- Legal obligations to UK/EU government and their agencies
- Internal company audit requirements
- Management of complex projects involving other third parties providing related services

We do not use any of your data for any other purpose other than to provide an efficient and professional service to the customer and will not sell nor knowingly disclose your details to any unrelated party.

What legal basis do we have for processing your personal data?

Porcellana Tile Studio will use your data in a lawful manner and as a tool to facilitate our interaction with you for the purpose of:

- Entering into effective communication with potential customers. (Legal basis-Consent)
- Providing goods and services. (Legal basis-Contract)
- Publishing updates in our Terms & Conditions of Sales or Data Privacy Notice. (Legal basis-Legal obligation)
- Completing the day-to-day running of our business, including any related online website or social media site. (Legal basis-Legitimate interest)

We will also process your data for the purpose of fulfilling our legal obligations in relation to UK/EU tax & duty legislation, and other legislation regarding the administration of our business.

When do we share personal data?

As stated, Porcellana Tile Studio will treat your data confidentially but may disclose it in line with normal business practices. Physical records held, such as notes on drawings created in the design process, or hand written details taken in the course of interaction with a customer will be held in a paper file. The file will be held in a locked cabinet within the company premises for access by staff when necessary.

Data is not shared with other companies, individuals or bodies unless you consent to the action- eg. Other 3rd parties required for the completion of our contract to provide goods or services with you, such as a self-employed tradesman. This information may be passed verbally, electronically or by letter.

Our email communications use TLS Encryption.

Where do we store and process personal data?

Your data held by Porcellana Tile Studio is processed on our premises and is held on hard copy in a locked cabinet and in digital form within our internal computer network in line with this privacy policy. Records not needed for immediate access, but required to be stored are held securely off-site.

How do we secure personal data?

Data is secured in different ways relevant to its form. Hand written personal information that is required to be accessed soonest is held in a locked cabinet on our premises. Digital data held on our company computers can only be accessed by company staff. Visitors to our premises and existing customers who wish to logon to our encrypted wifi network in order to gain internet access may do so only by using the passworded "Guest" channel which isolates them from our internal network.

How long do we keep your personal data for?

We undertake to keep your data no longer than is reasonably necessary in the course of normal business practice. Disposal, in any case will not be sooner than the period of time required by HM Revenue and Customs for the retention of contractual and financial details. For the purpose of disposal digital data will be deleted and hard copy will be destroyed by shredding or incinerated.

Your rights in relation to personal data

You have the right to request a copy of your personal details and other related information which Porcellana Tile Studio holds in digital and hard copy format. Applications for such information should be made in writing to Porcellana Tile Studio or by email to studio@porcellanatilestudio.com but verbal requests and requests via social media are also acceptable. Applicants will receive a report in a commonly used digital format (PDF) or on paper if so requested. Any report provided will be in the English language.

We undertake to provide these details within 30 days of receiving your request. Any requests for corrections to or deletions of data will be carried out in accordance to relevant GDPR guidelines. If you feel that you have been unfairly treated or your personal data is not being correctly processed please inform us directly and in any case you may lodge a complaint with the Information Commissioner's Office- www.ico.org.uk/make-a-complaint/

Use of automated decision-making and profiling

Porcellana Tile Studio does not use automated decision-making or profiling.

How to contact us?

By writing to:

Porcellana Tile Studio, Studio B, The Carnegie Building, 121 Donegall Road, Belfast BT12 5JL.

Via Telephone: 028 90240040

Through our website: www.porcellanatilestudio.com

Via email: studio@porcellanatilestudio.com

Use of cookies and other technologies

Cookies are small text files that are stored on your computer when you visit web pages and they will not harm your computer - they just provide information. The only cookies used on the Porcellana website are those employed by Google Analytics to track activity on the site. No personal data is gathered. Some cookies are necessary for the website to function and cannot be switched off in our systems. These do not record any personal data and expire when your browsing session ends.

Google analytics cookies allow us to count visits and traffic sources so we can measure and improve the performance of our site. If you wish to you can adjust the cookie options within your particular browser and instruction on how to do this would be found within your particular browser's Help/Settings section. However this action may affect the way our website function in your browser.

Linking to other websites / third party content

From time to time Porcellana Tile Studio website may have active links to external sites, such as social media companies or design houses. These links are for visitor's convenience only and do not represent any endorsement of these companies or sites. We are not responsible for any of the content of those linked sites.

Glossary of terms

Cookies- A cookie is a text file that a web browser stores on a user's machine. Cookies are a way for web applications to maintain application state. They are used by websites for authentication, storing website information/preferences, other browsing information and anything else that can help the web browser while accessing web servers.