

## WHAT IS GDPR?

The General Data Protection Regulation 2016/679 ('GDPR') is a regulation in EU law relating to the data protection and privacy for all individuals within the European Union and the European Economic Area. It also addresses the exporting of personal data outside the EU and EEA areas.

We appreciate the trust you place in us when you share your personal data and the security of that data is very important to us. In this document we explain how we collect, use and protect your personal data.

## WHO ARE WE?

Holwest Limited trading as DKA

Registered in England and Wales. Company number 2827766

Our registered address is:

30 Gay Street

Bath

BA1 2PA

For any questions please address communications to:

DKA

The Malt House

17-20 Sydney Buildings

Bath

BA2 6BZ

info@dka.co.uk or 01225 465 701

## WHAT DO WE DO?

DKA provide Architectural and Interior Design services

## WHAT DOES THIS POLICY COVER?

This Privacy Policy explains how we use your personal data: how it is collected; how it is held; how it is processed and how and when it is deleted. It also explains your rights under the law relating to your personal data.

## WHAT IS PERSONAL DATA?

Personal data is any information about you that enables you to be identified. Personal data covers obvious

information such as your name and contact details, but also less obvious information such as identification numbers, electronic location data, and other online identifiers.

## WHAT IS A DATA CONTROLLER?

A Data Controller is an individual or organisation that determines the purpose and means of processing any personal data.

## WHAT IS A DATA PROCESSOR?

A Data Processor is an individual or organisation that is responsible for processing personal data on behalf of the Data Controller.

## WHAT PERSONAL DATA DO WE COLLECT?

- The personal data we collect may include any of the following:
- your name and title
- date of birth
- contact information, including telephone numbers, postal address and email address
- your employer
- information relating to your location, preferences and interests
- employment and job application details, e.g. employment history and qualifications
- photographic identification
- your signature
- national insurance number, financial details and bank details
- the content of any enquiry submitted over our website
- any other personal data we collect in the context of our work for our clients or in the course of operating our business

## WHAT ARE MY RIGHTS?

- Under GDPR, you have the following rights:
- the right to be informed about our collection and use of your personal data
- the right to access the personal data we hold about you

- the right to have your personal data rectified if it is inaccurate or incomplete
- the right to be forgotten. You can request that we delete, shred or otherwise dispose of any of your personal data that we have retained
- the right to restrict. You can prevent the processing of your personal data
- the right to object to our using your personal data for a particular purpose
- the right to data portability. You can ask for a copy of the personal data held by us to be used by another organisation
- the right to not have automated decision-making made about you

## HOW DO YOU USE MY PERSONAL DATA?

Under the GDPR we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it.

Your personal data will be used for one or more of the following purposes:

- to respond to any query that you may submit to us
- to manage our relationship with you (and/or your business), including maintaining our database of clients and other third parties for administration, accounting and relationship management purposes
- to complete our contractual obligations to you
- to send you any relevant information on our services and events that may be of interest to you
- to ensure that our website's content is presented in the most effective manner for you and your device
- to administer for troubleshooting, data analysis, testing, research, statistical and survey responses
- to allow you to participate in interactive features on our website when you chose to do so
- to deliver advertising to you and to measure the effectiveness of advertising we send to you and others
- to ensure we appropriately administer any visits to our office
- to comply with any other professional, legal and regulatory obligations which apply
- as necessary to prevent illegal activity or to protect our interests

## HOW LONG WILL YOU KEEP MY PERSONAL DATA?

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected.

## DO YOU SHARE MY PERSONAL DATA?

We may share your details with carefully selected third parties. These may include service providers, support services and organisations that help us to market our services and third parties instructed to enable us to fulfil our contractual obligations to you and / or our clients in the course of our business.

If we share your information with third parties' they will process your information as either a Data Controller or as our Data Processor depending on the purposes of our sharing your personal data.

We will only share your personal data in compliance with GDPR which includes limiting data sharing to that which is strictly necessary to achieve a specific purpose.

We may disclose your information to third parties when:

- you specifically request this or it is necessary to provide our services to you (e.g. when we need to engage a sub-contractor to provide a specialist service)
- we feel other companies' products and services may interest you but only if you have given us your consent to do so or we are otherwise able to do so in accordance with our contract or applicable Data Protection Legislation
- in the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets
- if DKA is acquired by a third party, personal data held by us about our customers will be one of the transferred assets
- if we are under a duty to disclose or share your personal data in order to comply with any legal obligation or to protect the rights, property or safety of our website, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Third parties include:

- our bank, for the purpose of payments to you and from you
- our insurers
- our auditors, including external accreditation bodies
- other professional advisors or third parties
- our data processors providing offsite storage and/or backup facilities, specialist support and/or specialist services and other business support services
- our email marketing platform provider and our website platform provider
- selected partner digital agencies and online job application provider
- analytics and search engine providers that assist us in the improvement and optimisation of our website
- any third party you ask us to share your data with.

## HOW CAN I ACCESS MY PERSONAL DATA?

If you want to know what personal data we have about you, you can contact us for details and request a copy of it (where any such personal data is held). This is known as a subject access request.

All subject access requests should be made in writing by email or post.

We do not normally charge for a subject access request. However; if you make repetitive requests a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request within 1 month from the date the request is received.

Normally, we aim to provide a complete response, including a copy of your personal data within that time.

## CHANGES TO GDPR AND THIS POLICY

Any changes will be made available via this page on the website, so please check back regularly, we will always start this document with the last update date.

Version: 2 (Directors updated)

Dated: 20-05-2024