



Privacy Policy

This policy provides a general overview of how D&P Bespoke Builds Ltd. obtain, store and use information about you.

Data Controller:

Laura Mende, Data Protection Lead, D&P Bespoke Builds Ltd. 75 Pinders Road, Hastings, East Sussex, TN35 5HE.

How we collect or obtain information about you:

- when you provide it to us (e.g., by contacting us via telephone, email, booking an appointment etc.).
- from your use of our website, using cookies and occasionally from third parties.

Information we collect:

Name, contact details, payment information e.g. your credit or debit card details, usage data including IP address, information from cookies, information about your computer or device (e.g. device and browser type), information about how you use our website (e.g. which pages you have viewed, the time when you view them and what you clicked on, the geographical location from which you accessed our website (based on your IP address), company name or business name (if applicable), VAT number (if applicable).

How we use your information:

- For administrative and business purposes (particularly to contact you), to improve our business and website, to fulfil our contractual obligations, to analyse your use of our website, and in connection with our legal rights and obligations.
- To notify you about changes to our business, products and services.
- To provide customer support.
- To gather analysis or valuable information so that we can improve our Web Service and products.
- To monitor the usage of our website.
- To detect, prevent and address technical issues.
- Marketing. We will only contact you for marketing purposes if we have your explicit consent to do so. We may contact you following a purchase to request feedback on your order, or to request a testimonial on your experience with us. We may also from time to time contact you to request consent to share your contact information with prospective clients to share your experience with us. We will never share your information without your consent.

Disclosure of your information to third parties:

Only to the extent necessary to run our business, to our service providers, to fulfil any contracts we enter with you, where required by law or to enforce our legal rights:

- Business Transaction. If we are involved in a merger, acquisition or asset sale, your Personal Data may be transferred. We will provide notice before your Personal Data is transferred and becomes subject to a different Privacy Policy.
- Disclosure for Law Enforcement. Under certain circumstances, we may be required to disclose your Personal Data if required to do so by law or in response to valid requests by public authorities (e.g., a court or a government agency).

Do we sell your information to third parties (other than during a business sale or purchase or similar event): No

Are there consequences in not supplying your personal data:

To place an order with us we will require email address, billing address, site address, company name (if applicable), & VAT number (if applicable). Usage data to place an order is not mandatory. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent.

How long we retain your information:

For no longer than necessary, considering any legal obligations we have (e.g., to maintain records for tax purposes), any other legal basis we have for using your information (e.g., your consent, performance of a contract with you or our legitimate interests as a business).

How we secure your information:

Using appropriate technical and organisational measures such as storing your information on secure servers, encrypting transfers of data to or from our servers using Secure Sockets Layer (SSL) technology, encrypting payments you make using Secure Sockets Layer (SSL) technology, only granting access to your information where necessary. Our website site uses a COMODO CA Limited to offer secure communications by encrypting all data to and from the site.

GDPR Individual Rights

Subject to certain limitations on certain rights, you have the following rights in relation to your information, which you can exercise by writing to Laura Mende, Data protection lead. Address: D&P Bespoke Builds Ltd. 75 Pinders Road, Hastings, East Sussex, TN35 5HE. Phone: 01424 617197 or sending an email to office@dandpbespokebuilds.co.uk

- to request access to your information and information related to our use and processing of your information.
- to request the correction or deletion of your information.
- to request that we restrict our use of your information.
- to receive information which you have provided to us in a structured, commonly used, and machine-readable format (e.g., a CSV file) and the right to have that information transferred
- to another data controller (including a third-party data controller); to object to the processing of your information for certain purposes.
- to withdraw your consent to our use of your information at any time where we rely on your consent to use or process that information. (Lawfulness of use and processing still applies).

Your right to lodge a complaint

- If you receive a response from us about your personal data that you're unhappy with, or if you need any advice, you should contact the Information Commissioner's Office (ICO).
- ICO helpline: 0303 123 1113

- You can also chat online with an advisor. (there is a link on the ICO site)
- Any changes we make to this Policy will be posted on our website.