

CommuniKate Design Privacy Policy

When you contact us or visit our website, you trust us with your information. This Privacy Policy is meant to help you understand:

- What information we collect and why we collect it.
- How we use that information.
- The choices you have and your rights, including how to access and update your information.

If you have any questions in relation to this Policy, including any requests to exercise your rights, please contact us using one of the options below:

Our contact details

Name: CommuniKate Design

Phone: 07731766928

E-mail: hello@communikate.design

Website: www.communikate.design

This Privacy Policy was last updated on 15 November 2022. Any personal identifiable information you provide us whether through our website or otherwise, will be subject to the most current version of this Privacy Policy posted on our website, but we may need to make changes to it in the future. We recommend that you check the website from time to time to inform yourself of any changes and we will notify you if necessary.

The type of personal information we collect

We currently collect and process the following information:

- Personal identifier information that you provide to us (such as your name, address, date of birth, telephone number, email address, and any feedback you give to us), including by phone, email, post, or when you communicate with us via social media.
- Information about the services that we provide to you (including for example, the things we have provided to you, when and where, what you paid, the way you use our products and services, and so on).

How we get the personal information and why we have it

The personal information we process is provided to us directly by you. We record and store details of your interactions with us through email, letter, telephone, and/or social media. For example, we collect notes from our conversations with you, details of any full name, address, email address and copies of your communication with us. We do this on the basis of our contractual obligations to you and our legitimate interests in providing you with the best service and understanding how we can improve our service, products and business based on your experience. We keep details of any confidential complaints or comments you make, purchases you made and how and when you contact us, to enable us to respond. We may also keep a record of these to inform any future communication with us and to demonstrate how we communicated with you throughout.

Whenever we process your personal information we do this under one of the following legal bases:

- **Consent:** You have told us you are happy for us to process your personal information for a specific purpose.
- **Legitimate interests:** The processing is necessary for us to conduct our business, but not where our interests are overridden by your interests or rights.
- **Performance of a contract:** We must process your personal information in order to be able to provide you with one of our products or services.

We will only use your personal information for the purposes for which we collected it. We will never share your information with a third party without your consent.

How we store your personal information

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way. We also limit access to your personal information to the employees, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

We retain your information for 7 years after the date that you last contacted or worked with us. We then thoroughly delete and destroy all data to ensure it is no longer usable by us or anyone else.

Your data protection rights

Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- **Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at hello@communicate.design if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at hello@communicate.design.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>