

The Flooring Studio

Data Protection and Privacy Statement

We are committed to protecting and respecting your privacy. In accordance with the General Data Protection Regulations (GDPR), from 25th May 2018, businesses, regardless of size, are required to obtain explicit consent to process, keep, protect and handle all information relating to their clients.

This is a summary of how we use, and hold Your Data, in line with GDPR Compliance.

Website Enquiries

In order to respond to enquiries from this website we ask only for your name and your email address, which allows us to respond personally to your specific message and enquiry.

This information is kept solely for the purpose of answering your original question and enquiry, and once the enquiry has been dealt with, your personal data (Name and email) are deleted permanently.

If for some reason we are unable to contact you, or we gain no response, the information is deleted within 6 months of your original enquiry.

Consent

By completing the "Contact Us" form on this website, we use this as your consent to reply using the details that you provide us.

Once your enquiry has been dealt with, we assume no further consent to use your personal data, and your data will be deleted permanently as noted above.

Additional Information

Data Access

Under the General Data Protection Regulations, you have the right to access any data held about you by the Organisation. If you would like to access this information for it be checked and amended at any time, please complete the Contact Us form and your enquiry will be dealt with as soon as practically possible.

Your Right to be forgotten.

Under the provisions of the General Data Protection Regulations, you have the right to all data held relating to yourself to be completely and permanently deleted.

Please use the contact us form stating your request, and your data will be deleted as soon as practically possible; a confirmation email will be sent and then deleted once done so with immediate effect.

Please note we will be deleting your data from our storage facilities as noted above, however we cannot be held responsible for their storage retention methods.

Complaints Procedure

Any complaints about the Management of your data should be addressed in the first instance to The Flooring Studio as the registered Data Controller using the contact us form. In the unlikely event that your complaint cannot be dealt with successfully, your complaint should be escalated to the Office of the information Commissioner at ICO.org.uk.