

Our ref: fl-gdpr-3

25-05-18

## **Fiesta General Data Protection Regulations 2018**

### **Privacy Notice**

#### **1.0 Introduction**

Fiesta Kitchens Ltd. is fully committed to protecting the personal data of customers, employees, suppliers, contractors and subcontractors.

#### **2.0 Whose data we hold**

- 2.1 Customers.
- 2.2 Prospective customers.
- 2.3 Staff – past, present and job applicants.
- 2.4 Contractors and subcontractors.
- 2.5 Suppliers and prospective suppliers.

#### **3.0 What data we hold**

- 3.1 General information: name, address, postcode.  
Contact details including: email, telephone and mobile nos.
- 3.2 Details of proposed projects/works requirements and budgets.
- 3.3 Survey notes, including sketches, drawings and visuals relating to a project.
- 3.4 Publically available sources of information.
- 3.5 Structural calculations, planning permissions, building regulation documents and other information we are legally obliged to keep.
- 3.6 Contactors and subcontractors – with regard to this we would keep details of contractors address, telephone numbers including mobiles, and in order to make payments we would need details of their CIS certification, unique tax reference, and bank account etc. details (if they require/agree to payments being made direct to their bank account).  
In addition to this we would need to hold data in respect of electrical, gas or other certification that is required for a particular trade.  
We may contact relevant organizations to confirm these details ie. Gas Safe.
- 3.7 Staff data – this would consist of keeping name, address, email address and telephone number including mobiles and bank account details to enable direct payments to be made to their bank accounts.
- 3.8 Suppliers data as above item 3.7.
- 3.9 Keeping records of correspondence with customers staff, contractors, sub contractors and suppliers.

#### **4.0 Where data is stored**

Data is stored as below:

- 4.1 The main data base is a computer that is totally independent of the internet.
- 4.2 Email correspondence stored on a standard computer.
- 4.3 A file containing manually prepared notes, sketches, costings.
- 4.4 Computer systems used to assist designing kitchen, bathrooms and other projects.
- 4.5 Sage accounting system.

#### **5.0 What data is used for and who it is shared with**

We and our carefully selected third parties use personal information under the following circumstances or for the following reasons:-

- 5.1 To contact a customer to visit and discuss a project/works required and carry out a survey in order to provide an estimate/quotation.

- 5.2 To enable operatives, contractors, subcontractors, building inspectors and other professionals to visit site in connection with a project.
- 5.3 To provide information, specifications, drawings and visuals of a project.
- 5.4 Keeping invoices relating to both customer and suppliers.
- 5.5 To enable suppliers to make deliveries direct to a customer.
- 5.6 Keeping records about the customer, correspondence, project information, to enable Fiesta Kitchens Ltd. to assist with any warranty or remedial works etc.
- 5.7 Please note Fiesta Kitchens Ltd. would not be able to accept responsibility for the protection of data passed on to third parties.

#### 6.0 Processing data

All data that is processed within Fiesta Kitchens Ltd. is done so on a necessary basis in order to provide our service to customers.

We may communicate with customers by post, emails, sms, telephone and mobile phone.

We will never distribute or sell a customer's personal information to third parties for marketing purposes.

#### 7.0 Privacy notice

A customer can request a paper copy of this from our office by post, email or telephone.

#### 8.0 Data retention

We will keep a customers information for the purposes set out in our privacy policy or to fulfill any legal or regulatory obligation.

#### 9.0 Fiesta website

##### 9.1 Cookies

Cookies are used on our website for the sole purpose of analysis of our web traffic. Cookies do not provide us with access to your computer or any information about you.

##### 9.2 Links

Our website contains links to other websites. Please note we have no control of websites outside Fiesta Kitchens Ltd.

If you provide information to a website to which we link, we would not accept responsibility for its protection and privacy.

#### 10.0 Customer access request

Should a customer require access to the information that we hold on them, they should send a request by post or by email.

Please note we are unable to release information which would lead to a data breach of another individual.

The release of information will be processed without charge. However, should we find that the request is manifestly unfounded or excessive we reserve the right to make a charge for this information or refuse to provide the information request.

#### 11.0 Data deletion

The information that we hold within our customers files can be deleted, apart from data we are legally obliged to keep.

The request to delete personal data should be made in writing either by letter or email. The request will be manually filed and the customer's data on our system will be deleted apart from any information we are obliged by law to keep.

By deleting this data would limit the assistance we could provide in the future if there were any remedial requirements or spares required.

#### 12.0 Correspondence address/contact details

Fiesta Kitchens Ltd.  
29-31 Leith Hill  
Orpington  
Kent  
BR5 2RS  
0208 302 1368  
Email: info@fiestadesign.co.uk