



PRIVACY POLICY

The privacy and security of your personal information is extremely important to us, and we want you to be confident that we are looking after it properly.

This privacy policy sets out how we collect, store and use your personal data, in line with the General Data Protection Regulation (GDPR) 2018.

This policy applies to Hello clients, those who subscribe to our marketing, visitors to our website and Hello employees.

We will never sell your personal data. We may disclose your personal information if we are required to do so by law, or if you violate our Terms & Conditions.

How we collect personal data

Your personal data (any information which identifies you, or which can be identified as relating to you personally, for example: name, address, phone number, email address) will be collected and used by us. We will only collect the personal data that we need, and this data will be provided by you.

We collect personal data when you become a client or employee of Hello and when you subscribe to updates on our website. This information is provided by you.

This personal data you give us will generally include: Company name; Contact name/s; Company address; Company URL; Contact email/s; Contact telephone number/s.

Clients may also share with us business and customer information to enable us to carry out the tasks for which we have been commissioned. It is our clients' responsibility to ensure they have the appropriate authorities and consents to share this information with us.

Employee data

We request only the necessary data from Hello employees upon starting their employment: e.g. contact details, PAYE data, emergency contacts and, sensitive personal data, as required (see below).

Cookies

We use heat maps and analytics to find out how users are interacting with our website. This information simply helps us to ensure our website is designed with a positive user experience in mind and is anonymous. We use Google Analytics, Hotjar and Campaign Monitor; for further information on how they manage data, please read their privacy policies.

How we use personal data

We will use your personal data lawfully as permitted by the EU General Data Protection Regulation (from 25 May 2018).

Personal data provided to us will be used for the purpose for which it is given, and in accordance with any preferences expressed by you.

Generally, we will use this information in connection with specific activities such as: invoicing; on-going communications about a project/s; follow-up contact after a project/s has been completed. In the case of marketing communications, this may be: an online article or link to our online Journal; an email communication sent for marketing reasons.

We may disclose your personal information if we are required to do so by law, or if you violate our Terms & Conditions.

Marketing communications

We use your details to keep in touch about things that we think may be of interest to you. These will be related to our work and the wider design or creative industries, and may also include a link to relevant content online.

We will only send these to you if you agree to receive them and we will never share your information with companies outside of Hello for their marketing purposes. If you agree to receive marketing information from us you can change your mind at a later date.

If you decide that you no longer want us to keep in touch in this way, please email us at info@01134.co.uk to request that you be taken off our marketing database.

Sensitive personal data

Under the GDPR 'sensitive personal data' means: data consisting of racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, genetic data, biometric data, data concerning health or data concerning a natural person's sex life or sexual orientation and criminal allegations, proceedings or convictions.

We will process data about an employee's health where it is necessary; examples include: to record sickness absence from work; to pay statutory sick pay; to refer to the Occupational Health Service if appropriate; and, in the case of disability, to make any necessary arrangements or adjustments to the workplace. This processing will not normally happen without the employee's knowledge and, where necessary, consent.

We will hold data about an employee's criminal convictions as necessary.

How we store your data

We take reasonable precautions and follow best practice in order to ensure your personal information is not used inappropriately, lost, misused, altered, accessed or destroyed. This data is stored on our secure cloud server using industry standard encryption technology. It is stored for an amount of time that is reasonable in carrying out the purpose for which the information has been provided.

Disclosing your data

We will never sell your personal data. We may disclose your personal information if we are required to do so by law, or if you violate our Terms & Conditions.

There may be times when we will need, or are legally obliged, to share sensitive personal data, such as an employee's personal data, with one or more third party supplier when carrying out our management or contractual responsibilities. For example to: pension and private healthcare provider/s, company payroll provider, accountant, and HM Revenue & Customs.

How you can manage your data

This is your personal data; if at any time you want to see, update, amend or delete it, please contact us by emailing info@01134.co.uk