



Privacy Policy

Confidentiality

We have always, and continue to, treat all data we receive as strictly confidential.

GDPR policy

Basis of and scope of data storage:

We store and process data only as agreed by the client or as required in order to perform services requested by the client. We regard all details we do store as confidential.

We do not engage in any profiling activities.

We never share data with 3rd parties (e.g. for advertising, marketing, data analysis or similar).

How we obtain data:

Data we hold will consist solely of information that you provide to us (e.g. contact details you enter on forms or correspondence) or is determined through your direct interaction with our website (e.g. your IP address).

Data we hold consists of:

Contact information:

Your name. Company name (if applicable). Postal address. Country. Email addresses (if applicable). Telephone number (if applicable).

This is used so that we can contact you when needed (e.g. to send documents, etc.)

Retention policy:

We retain personal data that you supply for as long as you are a client with an active account, and for as long as we are legally required to do so (e.g. by tax and accounting regulations).

General enquiries via web-form, email or post:

These are generally kept for a number of years so that we can refer back to them if you send a follow up to our reply, after that they are deleted

Any correspondence that may potentially relate to a financial transaction, currently active registration or client account, is treated the same as tax records (tax records are legally required to be stored for a minimum of 6 years) and deleted after 7 years.

All other correspondence is deleted after 2 years.

Your rights

Right of access and rectification

If you are a client and have need to check any information we hold about you, or need to correct inaccurate information, please contact us.

Right to erasure:

If you decide that you no longer need our services and want the data we hold to be deleted, you may cancel your account at any time and we will remove your data once we are legally able to do so.

(Note: for VAT invoices, and other financial records, there is a minimum retention period of 6 years specified under Paragraph 6, Schedule 11 of VAT Act 1994 and HMRC Notice 700/21 (December 2007), point 2.4.).

If you are not a client, but have contacted us via email/letter, and want any emails, letters, or form submissions enquiries you have made erased please contact us and we will arrange that.

Please note for security reasons you must contact us from the address you want removed and we may ask you to prove your identity (i.e. you cannot delete someone else's data without their consent).

Complaints, corrections or objections

If you have any questions or concerns about information we hold about you, or need to correct inaccurate information, please contact us.

Security and Privacy

Confidentiality policy

We operate a strict privacy policy regarding client information:

All client details, project works are considered confidential and except where legally required, (i.e. by court order or Police investigation), will not be disclosed to any third party without prior consent.

Client details will never be passed onto other companies, mailing lists, etc.

All electronic backups of works are encrypted, to ensure they cannot be accessed by unauthorised personnel.

All documents and files containing client data that require disposal, (such as redundant or expired files) are disposed of in a secure manner, normally by shredding and/or incineration.

Security

This website is hosted by Squarespace. Squarespace collects personal data when you visit this website, including:

- Information about your browser, network and device
- Web pages you visited prior to coming to this website
- Your IP addresses

Squarespace needs the data to run this website, and to protect and improve its platform and services. Squarespace analyses the data in an anonymised form.

Our website uses high security digital certificates to encrypt the communication between your browser and our servers. This ensures your privacy for any data you enter on our website forms and confidentiality of any files that you upload to us.

Secure storage of your work

When we store your work electronically, it is done in such a way to ensure that it cannot be accessed by any unauthorised person. All back up files are encrypted.

Cookie policy

We do not use any tracking cookies on our sites

This website uses cookies and similar technologies, which are small files or pieces of text that download to a device when a visitor accesses a website or app. For information about viewing the cookies dropped on your device, [visit About the cookies Squarespace uses](#).

[These functional and required cookies are always used](#), which allow Squarespace, our hosting platform, to securely serve this website to you.

[These analytics and performance cookies](#) are used on this site, as described below, only when you acknowledge our cookie banner. We use analytics cookies to view site traffic, activity, and other data.