Red Cliff Design Privacy Policy

This privacy policy will explain how our organisation uses the personal data we collect from you when you use our website.

Topics:

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What data do we collect?

Red Cliff Design only collects data if you fill in one of our website contact forms or email us direct. Under those circumstances, we collect the following data:
- Personal identification information (Name, email address, phone number, etc.)

How do we collect your data?

You directly provide Red Cliff Design with the data we collect. We collect data and process data when you:
- Register online, fill in an online contact form, email us direct, or place an order for any of our services.
- Voluntarily complete a customer survey or provide feedback on any of our social media / website message boards or via email.
- Use or view our website via your browser's cookies.

How will we use your data?

Red Cliff Design only collects your data so that we can:
- Carry out work commissioned by you, answer any enquiries / questions you may have and manage your account.

Red Cliff Design will not share your data with any third parties and we will not send you an unsolicited emails.

How do we store your data?

Red Cliff Design securely stores your data on a password protected secure computer and Wix.com secured online portal.

Red Cliff Design will keep your personal contact information indefinitely unless you instruct us otherwise. You have the right to be forgotten and, on request, we will permanently delete all data we hold about you.

Marketing

Red Cliff Design will not send you any unsolicited emails or marketing materials, or share your contact details with any third parties. Our website is advertising-free so no data is collected for these purposes.

What are your data protection rights?

Red Cliff Design would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request copies of your personal data. We may charge you a small fee for this service.

The right to rectification – You have the right to request that Red Cliff Design correct any information you believe is inaccurate. You also have the right to request Red Cliff Design to complete the information you believe is incomplete.

The right to erasure – You have the right to request that Red Cliff Design erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that Red Cliff Design restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to Red Cliff Design's processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that Red Cliff Design transfer the data that we have collected to another organisation, or directly to you, under certain conditions. If you make a request, we have one month to respond to you.

If you would like to exercise any of these rights, please contact us at:
Email: studio@redcliffdesign.co.uk
Telephone: 07977 529525
Write to us: Red Cliff Design, 30 Sidford High Street, Sidford, Sidmouth, Devon EX10 9SL.

Cookies

Cookies are text files placed on your computer to collect standard internet log

information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology. For further information, visit www.allaboutcookies.org.

How do we use cookies?

Red Cliff Design uses cookies in a range of ways to improve your experience on our website, including:
- Keeping you signed in where applicable.
- Understanding how you use our website.

What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:
- Functionality – Red Cliff Design uses these cookies so that we recognise you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function well as a result.

Privacy policies of other websites

The Red Cliff Design website may contain links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their own privacy policy.

Changes to our privacy policy

Red Cliff Design keeps its privacy policy up-to-date and makes any adjustments when necessary. This privacy policy was last updated on 9 March 2020.

How to contact us

If you have any questions about Red Cliff Design's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.
Email: studio@redcliffdesign.co.uk
Telephone: 07977 529525
Write to us: Red Cliff Design, 30 Sidford High Street, Sidford, Sidmouth, Devon EX10 9SL.

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Red Cliff Design has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office at https://ico.org.uk/global/contact-us/

The ICO's address:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

ICO's Helpline Number: 0303 123 1113