

# Privacy policy and GDPR compliance

**We've updated our Privacy policy to comply with the General Data Protection Regulation (GDPR), which comes into effect across Europe from 25 May 2018.**

## What do we hold?

As a supplier, we only hold personal data about you and your company that is necessary for carrying out our normal business activities. This information may include a name, address, email addresses and other work and personal contact information as provided to us by you or your company. In some cases, we may hold bank account details for efficient payment or receipt of monies due.

## Why do we need it?

We need to know your personal data in order to effectively operate our business and work with you or your company. We are committed to ensuring that the information we hold and use, is appropriate for this purpose, and does not constitute an invasion of your privacy.

## How do we store it?

We may store your personal data in the following places:

- Computer / paper filing systems
- Microsoft Office documents
- Email clients / systems
- CRM Systems (Mailchimp / Wordpress)
- Third party systems (web / email hosting)

Some data is stored on Mailchimp, a system which is operated and protected in the USA.

## What do we do with it?

All personal data is processed in the UK by us and our suppliers and only in connection with our ongoing business relationship. Third parties, suppliers and others involved in our normal business dealings have access to your personal data only to perform the role they fulfil in the overall process. Our company does not transfer your data out of the European Union, unless we are exporting products to countries outside the EU, in which case, data will be shared with them as required.

## Marketing Communication

From time-to-time, we would like to contact you by email about our products and services. If you would like to stop receiving these emails at any point after you have opted in you can click 'unsubscribe' on any email or email us at [info@theupperroom.co.uk](mailto:info@theupperroom.co.uk)

## How long do we keep it?

We retain your personal data for as long as we have a relationship with you, and the data is required to support our business partnership with you.

## What are your rights?

If at any point you believe the information we hold on you is incorrect, you can request to see this information and have it corrected, deleted or withdraw consent for it to be used. If you wish to raise a complaint on how your personal data is handled, you can email [info@theupperroom.co.uk](mailto:info@theupperroom.co.uk) to investigate the matter.

If you are not satisfied with the response or believe we are not processing your personal data in accordance with the law, you can complain to the Information Commissioner's Office (ICO).

Any queries or issues relating to data can be dealt with by contacting: **Tom Horner** on **020 8406 1010** or emailing [info@theupperroom.co.uk](mailto:info@theupperroom.co.uk)