

UNIT ONE

Unit One Store Ltd. Privacy Policy

In compliance with GDPR legislation, Unit One Store Ltd. is committed to protecting your privacy and maintaining the security of any personal information received from you. In particular, we would like to reassure you that we will not sell, rent or trade personal data with other businesses for marketing purposes.

This Privacy Policy sets out to explain the types of personal data we record, why it is collected, used and stored, the grounds for disclosing data to third parties, the retention period, data breach reporting and your rights under GDPR.

Your Personal Data

The personal data we collect from you normally includes only the following information:

Your name

Your address

Your phone numbers

Your fax number

Your email addresses

CCTV footage

Why Do We Process Your Personal Data?

Your personal data is normally collected, used and stored for the following purposes only:

Pre-sales – the provision of an estimate of costs upon request.

Sales – the fulfilment of a contract, purchase order and/or client request for our services.

Finance – account billing.

Customer service – to handle enquiries.

CCTV monitors external activity at various points around the premises, as well as the screening and storage of secure cargo in the main warehouse building. This is in compliance with our C.A.A. obligations as an authorised Regulated Agent.

How Do We Protect Your Personal Data?

All reasonable measures have been undertaken to securely protect your personal data by the following means:

Digital security – our server, PC terminals, accounts software, database, and Wi-Fi network are all password protected. On-site access is restricted to Unit One Store data processors only. Anti-virus software has also been installed with automatic updates. Desktops are normally screen-locked when users are away from their workstations. Access to the CCTV software and hard disk recorder is password protected.

Cyber security – remote access to the server and CCTV is password protected. Access is restricted to Unit One Store data processors as well as our IT support, database support, and accounts software support consultants. Devices such as mobile phones and tablets which access the mail server remotely are also pin-protected. Regular backups of the server are stored to the Cloud and monitored remotely by our IT consultant.

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Where Do We Send Your Personal Data and Why?

Your personal data may normally be sent to the following 3rd Parties for the following reasons only:

Artists' Studios – to assist with the fulfilment of a contract of sale.

Freight Forwarders/Shipping Agents/Customs Agents – to assist with the fulfilment of a contract of sale.

Other collection or delivery premises (e.g. conservators, auction houses, fabricators) – to assist with the fulfilment of a contract of sale.

Our accountant – for taxation purposes.

We are in the process of putting 3rd party data processor agreements in place with our accountant and with our shipping and customs agents.

Your personal data should not normally be transferred to any other 3rd parties for any other reasons.

What are the Legitimate Purposes Under GDPR for Processing Your Personal Data?

The legitimate purposes for processing your personal data are both the performance of a contractual agreement and the fulfilment of a legitimate interest.

How Long Do We Retain Your Personal Information and Why?

Unit One Store Ltd. is required by the HMRC to retain business records for taxation purposes. As a Fine Art Handler, retention of client records also enables us to efficiently track the movement of artworks on our clients' behalf. Hard copy records are securely archived after 2 years. Should you wish to request the amendment, restriction or removal of your personal data please contact the data controller, and we will consult with the authorities concerned. Please see below for your rights as a data subject under GDPR and for the data controller's contact details.

New clients approaching Unit One Store Ltd. to request their first quotation will be asked to confirm their written consent for us to retain their details, if they do not accept our quotation. New client data will be retained for six months. After this period the data will normally be deleted, only if the client has not provided consent for us to retain it, or if the client has not responded to our request at all.

CCTV footage must be retained for a minimum of 7 days (in accordance with our Regulated Agent obligations to the C.A.A.) and is automatically overwritten every 30 days.

Actions in the Event of a Data Breach:

A data breach is defined as a breach in security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of or access to personal data transmitted, stored or otherwise processed.

If you discover a data breach emanating from Unit One Store Ltd., which involves your personal data, please inform the data controller as soon as possible.

If any Unit One Store Ltd. data processor or 3rd party data processor discovers a breach involving your personal data, they are required to inform the data controller as soon as possible. The data controller will log the breach and notify the competent authority, i.e. The Information Commissioner's Office, within 72 hours of becoming aware of the data breach.

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The data controller is only obliged to notify you, within 72 hours of discovering the data breach, where the breach is likely to result in a risk to your rights and freedoms.

Under GDPR You Have the Following Rights as a Data Subject:

1. The right to be informed – individuals need to know what data is being collected about them, how it is being used, how long it will be kept and whether it will be shared with any 3rd parties, hence the distribution of this Privacy Policy.
2. The right to access data – see the separate note on SARS below.
3. The right to rectification – to update inaccurate or incomplete information.
4. The right to erasure (the right to be forgotten) – individuals can request that their data is erased in certain circumstances, such as when the data is no longer necessary, if it was unlawfully processed or no longer meets the lawful ground for which it was collected.
5. The right to restrict processing – alternatively individuals can request limitations on the way their data is used.
6. The right to data portability – individuals are permitted to obtain and reuse their personal data for their own purposes across different services.
7. The right to object to processing – individuals can object to the processing of personal data that is collected on the grounds of legitimate interests or the performance of a task in the interest/exercise of official authority. Organisations must stop processing information, unless they can demonstrate compelling, legitimate grounds for the processing that overrides the interests, rights and freedoms of the individual, or if the processing is for the establishment or exercise of defence of legal claims.
8. Rights related to automatic decision making and profiling (not applicable to Unit One Store Ltd. as this relates to automated profiling with no human involvement).
9. The right to lodge a complaint with the appropriate authority, i.e. The Information Commissioner.

Contact Details for The Unit One Store Ltd. Data Controller:

If you have any queries regarding this privacy policy, or you wish to make a request in connection with your data subject rights as stated above, please contact the data controller.

Should you wish to have access to your personal data (otherwise known as an SAR or subject access request), in accordance with point 2 of your rights as a data subject under GDPR, please notify the data controller, who will make every reasonable effort to process your request within one calendar month from the request date.

The current data controller at Unit One Store Ltd. is Judith Littardi.

The contact email address is office@unitonestore.co.uk

We keep our privacy policy under regular review. This privacy policy was last updated on 20th May 2018.