

We, Oak House Workspace Limited, Oak House, Everoak Industrial Estate, Bromyard Road, Worcester WR2 5HP, are committed to protecting the privacy of anyone using our website and the confidentiality of any information that you provide us with. The purpose of this policy is to set out how we use any personal information that we may obtain from you via our website or emails you send us.

### **1. Data Protection Legislation**

We are registered under current data protection legislation and comply with such legislation including The General Data Protection Regulations 2018 and the Privacy and Electronic Communications Regulations 2003 (PECR) in all our dealings with your personal data.

### **2. Use and collection of personal information**

In general, you can visit our website without telling us who you are and without revealing any information about yourself. However, there are areas of our website where we do gather data as follows:

1. If you submit an enquiry via our website, you will be asked to provide certain information, including name, e-mail address and contact number.
2. If you register on our website to receive newsletters from us, you will be asked to provide your name and e-mail address.
3. If you complete any other type of online activity such as surveys, quizzes, enter competitions, you will be asked to provide at least your name and email address.

We will store this data and hold it via our cloud-based server and some secure third-party websites including but not limited to Mailerlite. Payment details are collected via a secure third-party site and neither we nor the third-party site retains this information once payment has cleared. We also use a cloud-based finance system for accounting purposes. Any information utilised for payment or accounting purposes is held by a third-party secure site. We do not actively source any personal data from publicly available sources and/or from third party

data vendors. However, if this does occur, we will ask for your consent to

retain such information as maybe necessary to better serve you. We may use information that you provide:

- To register you with our website or related services and to administer it;
- To deal with your enquiry which may include contacting you directly and supplying quotations and further information about our services.
- To send you newsletters if you have opted in to receive them;
- For assessment and analysis, e.g., marketing, customer and product analysis, to enable us to review, develop and improve our services.

Any external links that you may visit from our website are not our responsibility. Once you click on a link to an external site it will be subject to that organisation's privacy policies, and not ours.

If you go on to become a client of Oak House Workspace Limited, we shall hold your data for the duration of your contractual period or no less than 1 year . The provision of data in this instance is a contractual requirement.

Additionally, we may share your information with other organisations, that may be of benefit to you. If you do not go on to be a client of Oak House Workspace Limited, we shall hold your data for a period of not less than 1 year or until you tell us not to or unless we deem it appropriate to hold your data for longer.

### 3. Cookies

We collect information directly from you in several ways. One way is through our use of "cookies". Most websites use cookies to make them work, or to work more efficiently, as well as to provide information to the owners of the website. They help us to understand how our customers and potential customers use our

website so we can develop and improve the design, layout, content, and function of the site. Cookies are small text files that are placed on your computer's hard drive by websites that you visit. They save and retrieve pieces of information about your visit to the website – for example, how you entered the site, how you navigated through the site and what information and documentation was of interest to you. This means that when you go back to a website, it can give you tailored options based on the information it has stored about you on your last visit.

Some of our cookies are used to simply collect information about how visitors use our website and these types of cookies collect the information in an anonymous form.

The rules about cookies on websites have changed. If you are uncomfortable with the use of cookies, you can disable cookies on your computer by changing the settings in the preferences or options menu in your browser. You can set your browser to reject or block cookies or to tell you when a website tries to put a cookie on your computer. You can also delete any cookies that are already stored on your computer's hard drive. However, please be aware that if you do delete and block all cookies from our website, parts of the site will not then work. Likewise, you may not be able to use some products and services on other websites without cookies.

To find out more about cookies, including seeing what cookies have been set and how to manage and delete them, visit <http://www.allaboutcookies.org>.

If you do not wish to accept cookies from our website, please leave immediately and then delete and block all cookies.

Alternatively, you may opt out of receiving information from us by e-mail, telephone, or post our contact details are as follows: E-mail – [hello@oakhouseworkspace.co.uk](mailto:hello@oakhouseworkspace.co.uk) Telephone – 01905 969969

Post – F.A.O Oak House Workspace Limited, Oak House, Everoak Industrial Estate, Bromyard Road, Worcester WR2 5HP

### 4. Security

We endeavour to take all reasonable steps to protect your personal information. However, we cannot guarantee the security of any data that you disclose online, and we will not be responsible for any breach of security unless this is due to our negligence or wilful default.

### 5. General

You have the right to see personal data (as defined in current data protection legislation including GDPR) that we keep about you upon receipt of a written request.

In the event that you wish to complain about how we have handled your personal data, you may make a formal complaint in writing, and we will look into your complaint and work with you to resolve the matter.

Any requests in line with the above should be sent to our Data Protection Officer: Debbie Farr, Director, Oak House Workspace Limited, Oak House, Everoak Industrial Estate, Bromyard Road, Worcester WR2 5HP.

This policy was last reviewed in June 2023

If you still feel that your personal data has not been handled appropriately according to the law, you can contact the ICO and file a complaint with them <https://ico.org.uk/concerns/handling>.