

PVB

PHILIP VIVEASH-BRAINCH
INTERIOR & ARCHITECTURAL DESIGN

PRIVACY POLICY

Philip Viveash-Brainch is committed to ensuring that your privacy is protected. We consider the privacy and protection of our clients' data, both corporate and personal, to be of the utmost importance. This privacy policy explains how we use the information that we collect about you, how you can instruct us if you prefer to limit the use of that information and procedures that we have in place to safeguard your privacy.

THE INFORMATION THAT WE COLLECT

When you become a Philip Viveash-Brainch client, we need to know your name, postal address, e-mail address and telephone number. We may also collect further details, for example your delivery address, where required. We may also gather information regarding your interests and preferences. We will only collect and use your information where we have lawful grounds and legitimate business reasons for doing so. We will not ask for more information than we need.

HOW WE GATHER THIS INFORMATION

We may gather this information in person, over the telephone or by email.

HOW WE USE THIS INFORMATION

We will be transparent in our dealings with you and will tell you how we use your information. We gather this information for the purposes of communicating with you, for carrying out our obligations to you and for invoicing. The relevant information is then used by us to provide you with statements of your account and to communicate with you about this and any other matter relating to you. We train our staff so that they are aware of their privacy obligations.

We may also wish to provide you with information about our services, as well as events and other services and products which may be of interest to you. If you would rather not receive this information, please email office@philipvb.com

We will not voluntarily disclose your personal data with anyone outside our company, unless for specific and legitimate business reasons, such as deliveries from third parties. However, we may disclose such information if required to do so by a valid Court Order or if requested to do so by regulatory authorities and appropriate agencies to conduct anti-money laundering activity and to assist with fraud protection.

OUR WEBSITE AND COOKIES

When you visit our website, www.philipvb.com, we may store some information (commonly known as a 'cookie' on your computer or device). Cookies are pieces of information that a website transfers to your hard drive to store and sometimes track information about you. Cookies are specific to the server that created them and cannot be accessed by other servers, which means that they cannot be used to track your information

around the web. A cookie helps you to get the best out of the site and for us to provide you with a more customised service. We use cookies to track how our site is used and to improve and update our content.

HOW WE PROTECT YOUR INFORMATION

The internet is not a secure medium. However, we have put in place various security procedures as set out in this policy.

- Access to customer account information is limited to those who need access for the performance of their job.
- We use full log in and password controls on our system.
- Employees sign a confidentiality clause as part of their contract.

UPDATING YOUR DETAILS

If any of the information that you have provided to Philip Viveash-Brainch changes, for example if you change address, please let us know the correct details in an email to office@philipvb.com

YOUR CONSENT

By submitting your information, you consent to the use of that information as set out in this policy. If we change our policy, we will post the changes on this page and place notification on the website, so that you can be aware of the information we collect and how we use it at all times. Continued use of our services will signify that you agree to any such changes.

CONTACTING PHILIP VIVEASH-BRAINCH

We welcome your views about our website and our privacy policy. If you would like to contact us with any queries or comments, please send an e-mail to office@philipvb.com