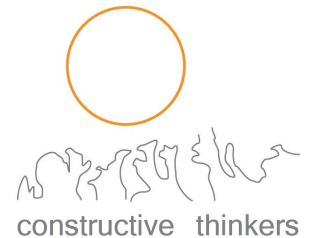




PRIVACY POLICY STATEMENT



Our Privacy Policy - your rights, your information and how we use it

Quest Interiors is committed to protecting your personal information.

Our Privacy Policy contains important information about what personal details we collect; what we do with that information; who we may share it with and why; and your choices and rights when it comes to the personal information you have given us.

We may need to make changes to our Privacy Policy; so please check our website for updates from time to time.

Who we are

We are Quest Interiors Limited. Quest Interiors is a Limited company registered in England and Wales Registered Number is 02817151.

This Privacy Policy applies to Quest Interiors Limited.

How to contact us

If you have any questions about our Privacy Policy or the information we collect or use about you, please contact:

FAO Office Manager
Quest Interiors Limited
Studio 2, 109 Gloucester Road
London
SW7 4SS

Email: info@questinteriors.com

Information we collect and use

** Information about you that we collect and use includes:

- information about who you are e.g. your name, date of birth and contact details
- information connected to your services with us e.g. your bank account details, income and benefits, claims and reliefs
- information about your contact with us e.g. meetings, phone calls, emails / letters
- we currently do not collect information automatically e.g. via cookies when you visit one of our websites. If we start to collect cookies we will inform you on accessing the site and update our privacy policy
- information classified as 'sensitive' personal information e.g. relating to your health, marital or civil partnership status. This information will only be collected and used where it's needed to provide the services you have requested or to comply with our legal obligations
- information you may provide us about other people e.g. joint applicants or beneficiaries for services you have with us
- information on children e.g. where a child is named as a beneficiary or we have been asked to act on their behalf, by connection to trust work or connected transactions contracted by a parent or guardian on their behalf. In these cases, we will collect and use only the information required to identify the child (such as their name, age, gender).

** *This information only applies to employees of Quest Interiors or other external parties working on our behalf on the provision of services to our Clients as deemed necessary and is for internal purposes only.*

What are cookies?

A cookie is a small file – it's saved onto your computer or other device when you visit some websites.

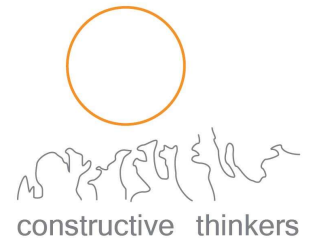
We currently do not collect information automatically e.g. via cookies when you visit our websites.

Our website may contain links to other sites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policy.





PRIVACY POLICY STATEMENT



Where we collect your information

We may collect your personal information directly from you, from a variety of sources, including:

- on initial set up as a client or supplier
- phone conversations with us
- emails or letters you send to us
- meetings with one of your third party professionals, financial advisers, lawyers, business and personal advisors
- social media and mobile device application ('Apps')

If you have a financial adviser, lawyers, business and/or personal advisors, the information we collect and use will most likely have been provided by them on your behalf.

We may also collect personal information on you from places such as business directories and other commercially or publicly available sources e.g. to check or improve the information we hold (like your address) or to give better contact information if we are unable to contact you directly.

What we collect and use your information for

We take your privacy seriously and we will only ever collect and use information which is personal to you where it is necessary, fair and lawful to do so. We will collect and use your information only where:

- you have given us your permission [consent] to send you information about services offered by selected third parties we have chosen to work with which we believe may be of interest and benefit to you
- it's necessary to provide the services you have contracted with us primarily for financial and project related purposes.

If you do not wish us to collect and use your personal information in these ways, it may mean that we will be unable to provide you with our services.

We do not use systems to make automated decisions based on personal information about you.

Who we may share your information with

We may share your information with third parties for the reasons outlined in 'What we collect and use your information for.'

These third parties include:

- companies we have chosen to support us in the delivery of services we offer to you and other customers e.g. companies who can help us keep in contact with you, for example an internet service provider
- software companies which provide a platform for us to process your data. For example, accounting packages
- law enforcement, credit and identity check agencies for the prevention and detection of crime
- HM Revenue & Customs (HMRC) e.g. for the processing of the CIS returns

We will never sell your details to someone else. Whenever we share your personal information, we will do so in line with our obligations to keep your information safe and secure.

Where your information is processed

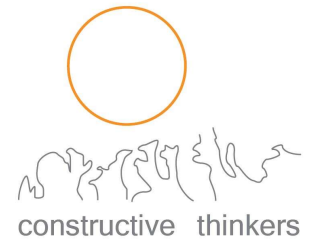
The majority of your information is processed in the UK and European Economic Area (EEA). However, some of your information may be processed by us or the third parties we work with outside of the EEA, including countries such as the United States.

Where your information is being processed outside of the EEA, we take additional steps to ensure that your information is protected to at least an equivalent level as would be applied by UK / EEA data privacy laws e.g. we will put in place legal agreements with our third party.





PRIVACY POLICY STATEMENT



How we protect your information

We take information and system security very seriously and we strive to comply with our obligations at all times. Any personal information which is collected recorded or used in any way, whether on paper, online or any other media, will have appropriate safeguards applied in line with our data protection obligations.

Your information is protected by controls designed to minimise loss or damage through accident, negligence or deliberate actions. Our employees also protect sensitive or confidential information when storing or transmitting information electronically and must undertake annual training on this.

Our security controls are aligned to industry standards and good practice; providing a control environment that effectively manages risks to the confidentiality, integrity and availability of your information.

How long we keep your information

We will keep your personal information only where it is necessary to provide you with our services while you are a customer.

We may also keep your information after this period but only where required to meet our legal or regulatory obligations. The length of time we keep your information for these purposes will vary depending on the obligations we need to meet.

Your individual rights

You have several rights in relation to how Quest Interiors uses your information. They are:

Right to be informed

You have a right to receive clear and easy to understand information on what personal information we have, why and who we share it with – we do this in our Privacy Policy and privacy notices.

Right of access

You have the right of access to your personal information. If you wish to receive a copy of the personal information we hold on you, you may make a data subject access request (DSAR).

Right to request that your personal information be rectified

If your personal information is inaccurate or incomplete, you can request that it is corrected.

Right to request erasure

You can ask for your information to be deleted or removed if there is not a compelling reason for Quest Interiors to continue to have it.

Right to restrict processing

You can ask that we block or suppress the processing of your personal information for certain reasons. This means that we are still permitted to keep your information – but only to ensure we don't use it in the future for those reasons you have restricted.

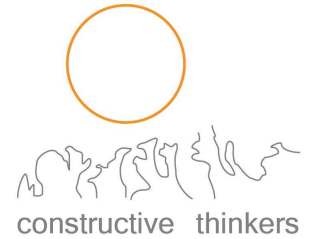
Right to data portability

You can ask for a copy of your personal information for your own purposes to use across different services. In certain circumstances, you may move, copy or transfer the personal information we hold to another company in a safe and secure way.





PRIVACY POLICY STATEMENT



Right to object

You can object to Quest Interiors processing your personal information where: it's based on our legitimate interests (including profiling); for direct marketing (including profiling); and if we were using it for scientific/historical research and statistics.

Rights related to automatic decision making, including profiling

You have the right to ask Quest Interiors to:

- give you information about its processing of your personal information and request human intervention or challenge a decision where processing is done solely by automated processes
- Quest Interiors does not engage in automated decision making and profiling processes and has no plans to do so.

How to make a complaint

We will always strive to collect, use and safeguard your personal information in line with data protection laws. If you do not believe we have handled your information as set out in our Privacy Policy, please contact us at info@questinteriors.com and we will do our utmost to make things right.

If you are still unhappy, you can complain to The Information Commissioner's Office.

Their contact details are:
<https://ico.org.uk>

Signed:

Construction Director

Date: 03.06.2020

This policy statement will be reviewed annually and published.

