

VSPECT limited t/a Spectrum Framing & Gallery Privacy Policy

Our contact details

Name: VSPECT Ltd t/a Spectrum Framing & Gallery

Address: 5, Kirkgate, Thirsk, YO& 1PQ

Phone Number: 01845527773

E-mail: info@spectrumframing.co.uk

The type of personal information we collect (in store)

We currently collect and process the following information:

- Name, contact details such as telephone number(s), email address, &/or address

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To record and store orders that you place with us

We use the information that you have given us in order to:

- Keep an accurate record of your order/quote history
- Contact you when your orders are complete and ready to collect

We may share this information with Framiac (FS Limited, Company Number 302901), our cloud-based pricing and quote software provider.

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing this information is:

We have a contractual obligation

We collect your name and contact details (telephone &/or email address) and store this in our pricing software along with your quote(s) &/or order(s). This is cloud-based software provided by FS Limited.

We store your information along with any quotes and orders, and we use your data to contact you with updates or to advise that your order is complete.

We also use paper records when creating a quote/order in store.

How we store your personal information

Your information is securely stored.

Records held on paper are held securely on site. Records are also held in the cloud by FSL Limited. FS Limited does not share any customer information with third parties.

We retain quotes and order details if repeat orders are required. Paper quotes are reviewed annually and disposed of securely using a third-party disposal service if no longer needed.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@spectrumframing.co.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Spectrum Framing & Gallery, 5 Kirkgate, Thirsk, North Yorkshire, YO7 1PQ

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>