

privacy policy

first in retail ltd t/a studio488 is committed to protecting the privacy of our customers and website visitors. as such we have detailed the following policy which forms the basis of how we handle any information provided to us.

under the eu's general data protection regulation (gdpr), the data controller is first in retail ltd t/a studio488 and the data protection act information officer is also first in retail ltd. any questions, comments and requests regarding this privacy policy should be addressed to the dpo.

how we may collect information from you:

this may be collected when your details are entered in to our website or when you become a first in retail ltd t/a studio488 client. alternatively, if you have sent an e-mail, letter or called us and communicated your information this may also be stored by us using third party companies, we store no electronic data with the exception of commercial product images on our internal systems

where is my data stored:

the data we collect is stored on third party applications, this includes crm, accounts, email. the data collected is personal name, company name, address, vat number, company number, company email address. we take all steps we consider necessary to ensure our partners store your data securely and in accordance with this privacy policy and gdpr. the transmission of information via the internet is not completely secure. although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our website. any transmission is at your own risk.

how we use the information collected:

we will only use your information for legitimate business purposes, including some or all of the following:

- to provide you with the information, customer service and services that you request from us.
- when you consent, to provide you with information about goods and services that are similar to those you have already purchased or inquired about.

marketing activities

we currently do not market our services in anyway, the only communication between ourselves and our clients would be classed as a "conversation" however if this changes the following policy will be in force. marketing activities

if you consent to it, we will use your information to send you our latest marketing communications. this will involve you being added to our mailing list where you will receive our newsletter and any promotional material.

it must be noted that if you have made an inquiry online, you are not automatically added to our marketing database and will not be sent unsolicited email marketing without first being asked and opting in. you are able to easily un-subscribe and opt-out at any time.

will first in retail ltd t/a studio488 share my data with anyone else?

first in retail ltd t/a studio488 does not sell or share your information to any third parties.

when an enquiry form is submitted through our website, it is sent to a first in retail ltd t/a studio488 e-mail address.

access to information

at your request, first in retail ltd t/a studio488 can confirm what information we hold about

you and how it is processed. if first in retail ltd t/a studio488 does hold personal data about you, you can request the following information:

- identity and the contact details of the person or organization that has determined how and why to process your data.
- the purpose of processing as well as the legal basis of processing.
- if the processing is based on the legitimate interests of first in retail ltd t/a studio488 or a third party, information about those interests.
- the categories of personal data collected, stored and processed.
- how long the data will be stored.
- details of your rights to correct, erase, restrict or object to such processing.
- information about your right to withdraw consent at any time.
- how to lodge a complaint with the supervisory authority.
- the source of personal data if it was not't collected directly from you.

any request for information must be accompanied by a valid form of identification, such as:

- passport
- driving license

if you wish to access any details we hold about you, please contact info@studio488.co.uk

cookies

this website uses tracking software to monitor its visitors to better understand how they use it. this software is provided by google analytics which uses cookies to track visitor usage

usage

although this website only looks to include quality, safe and relevant external links, users are advised adopt a policy of caution before clicking any external web links mentioned throughout this website. (external links are click-able text / banner / image links to other websites)

the owners of this website cannot guarantee or verify the contents of any externally linked website despite their best efforts. users should therefore note they click on external links at their own risk and this website and its owners cannot be held liable for any damages or implications caused by visiting any external links mentioned.

communication, engagement and actions taken through external social media platforms that this website and its owners participate on are custom to the terms and conditions as well as the privacy policies held with each social media platform respectively.

users are advised to use social media platforms wisely and communicate / engage upon them with due care and caution in regard to their own privacy and personal details. this website nor its owners will ever ask for personal or sensitive information through social media platforms and encourage users wishing to discuss sensitive details to contact them through primary communication channels such as by telephone or email.

this website may use social sharing buttons which help share web content directly from web pages to the social media platform in question. users are advised before using such social sharing buttons that they do so at their own discretion and note that the social media platform may track and save your request to share a web page respectively through your social media platform account.

this website and its owners through their social media platform accounts may share web links to relevant web pages. by default some social media platforms shorten lengthy urls.

users are advised to take caution and good judgment before clicking any shortened urls published on social media platforms by this website and its owners. despite the best efforts to ensure only genuine urls are published many social media platforms are prone to spam and hacking and therefore this website and its owners cannot be held liable for any damages or implications caused by visiting any shortened links.

when visitors leave comments on the site we collect the data shown in the comments form, and also the visitor's ip address and browser user agent string to help spam detection. an anonymised string created from your email address (also called a hash) may be provided to the gravatar service to see if you are using it. the gravatar service privacy policy is available here: <https://automattic.com/privacy/>. after approval of your comment, your profile picture is visible to the public in the context of your comment.

media

if you upload images to the website, you should avoid uploading images with embedded location data (exif gps) included. visitors to the website can download and extract any location data from images on the website.

cookies

if you leave a comment on our site you may opt in to saving your name, email address and website in cookies. these are for your convenience so that you do not have to fill in your details again when you leave another comment. these cookies will last for one year.

if you visit our login page, we will set a temporary cookie to determine if your browser accepts cookies. this cookie contains no personal data and is discarded when you close your browser.

when you log in, we will also set up several cookies to save your login information and your screen display choices. login cookies last for two days, and screen options cookies last for a year. if you select "remember me", your login will persist for two weeks. if you log out of your account, the login cookies will be removed.

if you edit or publish an article, an additional cookie will be saved in your browser. this cookie includes no personal data and simply indicates the post id of the article you just edited. it expires after 1 day.

embedded content from other websites

articles on this site may include embedded content (e.g. videos, images, articles, etc.). embedded content from other websites behaves in the exact same way as if the visitor has visited the other website. these websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracking your interaction with the embedded content if you have an account and are logged in to that website.

who we share your data with

if you request a password reset, your ip address will be included in the reset email.

how long we retain your data

if you leave a comment, the comment and its metadata are retained indefinitely. this is so we can recognise and approve any follow-up comments automatically instead of holding them in a moderation queue.

for users that register on our website (if any), we also store the personal information they provide in their user profile. all users can see, edit, or delete their personal information at any time (except they cannot change their username). website administrators can also see and edit that information.

what rights you have over your data

if you have an account on this site, or have left comments, you can request to receive an exported file of the personal data we hold about you, including any data you have provided to us. you can also request that we erase any personal data we hold about you. this does not include any data we are obliged to keep for administrative, legal, or security purposes.

where your data is sent

visitor comments may be checked through an automated spam detection service.

changes to our privacy policy

any future changes we make to our privacy policy will be updated on this page.