COGO INTERIORS

Privacy Policy

Introduction

This policy covers all the services we offer and the website we own, which we will refer to as our 'services.'

'Personal data' means any information that can identify you, such as your name, email address, postal address, phone number, bank account details, and payment information. This notice does not apply to data that has been aggregated and anonymised, making it unidentifiable.

From time to time, we may update this notice. For significant changes, we will inform you, typically via email.

Who are 'we'?

'We', 'our', and 'us' refer to COGO Interiors, headquartered at The Quadrant, 99 Parkway Avenue, Sheffield, S9 4WG.

We provide commercial interior design, refurbishment, fit-out, and furniture solutions to clients across the UK.

For EU data protection laws, we act as the controller of your personal data.

Our Data Protection Principles

Our approach to data protection is based on four main principles:

- **Transparency**: We are open, honest, and transparent in our data processing activities.
- **Enablement**: We facilitate connections and efficient use of personal data to drive productivity and growth.
- **Security**: We adopt industry-leading practices to protect the personal data entrusted to us.
- **Stewardship**: We accept the responsibility associated with processing personal data.

How We Collect Your Data

We collect personal data when you use our services or visit our website through the following methods:

- **Directly from You**: You may provide personal data directly when you use our services or website. This includes contact information when you sign up for a free trial, apply for a job, interact with us on social media, participate in events, or contact us for support. Choosing not to provide personal data may limit your access to certain parts of our services or website.
- **From Third Parties**: Occasionally, we collect personal data from other sources, such as publicly available information or trusted partners. This information helps us enhance our services and validate the data you provide.

We process personal data only:

- To perform a contract with you,
- When we have legitimate interests not overridden by your rights,
- To comply with legal obligations, or
- With your consent.

Without your personal data, we may be unable to provide all our services, and some website features may be unavailable to you.

How We Use Your Data

We use your personal data primarily to provide the services you request and manage our relationship with you. Additionally, we may use your data to:

- **Communicate with You**: Provide requested information, operational updates, and feedback or research requests.
- **Support You**: Assist with queries or issues related to our services.
- **Protect**: Detect and prevent fraud or malicious activities, ensuring fair use of our services.
- **Analyse and Report**: Produce aggregated, anonymised analytics and reports, which may be shared publicly or with third parties.

How We Share Your Data

We may share your personal data with third parties, such as:

- **Service Providers and Partners**: To support service delivery or promote our goods and services.
- **Regulators and Law Enforcement**: To comply with legal obligations or defend our legal rights.
- **Potential Buyers**: In connection with business mergers or acquisitions.
- **Others**: With your consent.

COGO INTERIORS

Security

Protecting your personal data is a priority. We have implemented robust technical and organisational measures, including multi-factor authentication, to safeguard your data.

Retention

We retain your personal data as long as necessary for our business relationship or to comply with legal, tax, or accounting requirements. After this period, we will delete or anonymise your data.

Your Rights

You have rights regarding your personal data, including:

- Opting out of marketing communications by emailing hello@cogointeriors.co.uk.
- Accessing, correcting, or requesting deletion or restriction of your personal data.
- Objecting to our data processing.

To exercise these rights, contact us at hello@cogointeriors.co.uk.

If you are unhappy with our data processing, please email hello@cogointeriors.co.uk. We will investigate and respond promptly. You can also contact your local data protection authority for further advice.

How to Contact Us

We are keen to hear from you. If you have questions about your personal data, this notice, our website, or our services, please get in touch via email or the 'Contact Us' page on our website to ensure you reach the appropriate person promptly.

COGO Interiors
February 2024