

Halo Interiors – Our Privacy Policy

Last updated: 23 August 2025

Halo Interiors is committed to protecting your personal data and respecting your privacy. This Privacy Policy explains what personal information we collect, how we use it, the limited circumstances in which we share it, and the rights you have in relation to your data. Halo Interiors is the data controller for the personal data described in this policy. We are based at 6 – 7 Medwin Walk, Horsham, West Sussex, RH12 1AG, United Kingdom. If you have any questions about this policy or how we handle your data, please contact us using the details on our website or the contact details provided below.

1. Scope of this policy

This policy applies to personal data we collect when you visit or use the Halo Interiors website, make an enquiry, request a design consultation or quotation, or otherwise communicate with us in the ordinary course of our business.

2. The laws we follow

We process personal data in accordance with:

- The UK General Data Protection Regulation, as retained in UK law and read with the Data Protection Act 2018.
- The Privacy and Electronic Communications (EC Directive) Regulations 2003, including rules on cookies and electronic marketing.
- The Data (Use and Access) Act 2025. This received Royal Assent and certain provisions will take effect in stages. We will update this policy to reflect any changes that apply to Halo Interiors when they come into force.

3. The personal data we collect

We may collect and process the following categories of personal data:

- **Identity and contact data** such as your name, email address, telephone number and preferred method of contact.
- **Enquiry and project data** such as information you provide in contact submission forms or emails, appointment details, design preferences and requirements that you choose to share with us to enable a consultation or quotation.
- **Transaction and fulfilment data** such as records relating to orders, invoices, payments and delivery arrangements.
- **Technical and usage data** such as IP address, device and browser information, pages viewed and interactions with our website. See the Cookies section below.
- **Communication data** such as your correspondence with us and records of calls or meetings.

We collect this information directly from you when you contact us, request services or use the website, and automatically via cookies and similar technologies on our website, as described below.

4. Purposes and lawful bases for processing

We use your personal data only where we have a lawful basis. The purposes and corresponding lawful bases include:

- **Providing quotations, consultations and services** requested by you, and communicating with you about them. Lawful basis: performance of a contract or steps taken at your request before entering into a contract.

- **Customer service and administration**, including responding to enquiries and maintaining records. Lawful basis: legitimate interests in running our business and providing a high level of service.
- **Order processing, invoicing and accounting**. Lawful basis: performance of a contract and legal obligations, including tax and accounting requirements.
- **Website operation, security and improvement**, including analytics that help us understand how our site is used. Lawful basis: legitimate interests. Where cookies require consent, we rely on your consent, which you can withdraw at any time.
- **Electronic marketing** such as newsletters, where you have opted in. Lawful basis: consent. You can opt out at any time.

Where we rely on legitimate interests, we balance those interests against your rights and expectations.

5. Marketing

We will only send you electronic marketing communications where you have given your consent. You can withdraw consent or object to marketing at any time simply by contacting us.

6. Cookies and similar technologies

Our website uses cookies and similar technologies. Where cookies are not strictly necessary for the operation of the site, we will seek your consent before setting them. You will be provided with clear information about what the cookies do and why, and you can manage your choices at any time through our cookie banner or settings.

7. Sharing your personal data

We do **not** share your personal data with third parties for their own independent purposes unless you have permitted us to do so. We may disclose your data to carefully selected service providers who act on our instructions. Examples include professional advisers or contractors. These providers are bound by contract to keep your data secure and to use it only as instructed by us. We may also share personal data where required to comply with a legal obligation or to protect our rights, property or safety, or the rights, property or safety of others.

8. International transfers

We do not transfer your personal data outside the United Kingdom, however, if we did, we will ensure that an appropriate safeguard is in place as required by UK data protection law. These safeguards may include the use of the UK International Data Transfer Agreement, the UK Addendum to the EU Standard Contractual Clauses, or other mechanisms approved under UK law.

9. Data retention

We keep personal data only for as long as is necessary for the purposes described in this policy, including to comply with legal, accounting and reporting obligations. We will apply defined retention periods for different categories of data and will securely delete or anonymise data when it is no longer needed.

10. Security

We take appropriate technical and organisational measures to safeguard personal data against unauthorised access, unlawful processing, accidental loss, destruction or damage. These measures include access controls, encryption in transit where appropriate, security monitoring and staff awareness.

11. Your rights

Under UK data protection law, you have the following rights in relation to your personal data:

- **Right of access** to obtain a copy of your personal data and information about how it is processed.
- **Right to rectification** of inaccurate or incomplete personal data.
- **Right to erasure** in certain circumstances.
- **Right to restriction of processing** in certain circumstances.
- **Right to data portability** for data you provided to us, where the processing is based on consent or contract and carried out by automated means.
- **Right to object** to processing based on our legitimate interests and to object at any time to direct marketing.
- **Rights related to automated decision making.** We do not make decisions based solely on automated processing that have legal or similarly significant effects on you.

You can exercise your rights by contacting us using the details below. We may need to request specific information from you to help us confirm your identity and ensure your right to access your data or exercise other rights.

12. Children

Our website and services are intended for adults. We do not knowingly collect personal data relating to children.

13. Changes to this policy

We may update this policy from time to time. The date at the top indicates when it was last updated. If we make material changes, we will take appropriate steps to bring them to your attention, for example by posting a prominent notice on our website.

14. Contact details and complaints

If you have any questions about this policy or about your personal data, or if you wish to exercise your rights, please contact:

Halo Interiors

Email: enquiries@halointeriors.co.uk

Telephone: 01403 266630

Postal address: 6 – 7 Medwin Walk, Horsham RH12 1AG

You also have the right to make a complaint to the UK regulator, the Information Commissioner's Office. Further information about your rights and how to complain is available on the ICO website. You can contact the ICO at Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or by calling 0303 123 1113.

15. Definitions

- **Personal data** means information that relates to an identified or identifiable individual.
- **Processing** means any operation performed on personal data, such as collection, storage, use, disclosure or deletion.
- **Controller** means the person or organisation that determines the purposes and means of processing personal data.
- **Processor** means a person or organisation that processes personal data on behalf of a controller.

This Privacy Policy is intended to provide transparent information in accordance with the UK GDPR, the Data Protection Act 2018 and PECR. It will be reviewed and updated to reflect any applicable provisions of the Data (Use and Access) Act 2025 that come into force.