



# Haven (Interiors) Ltd Privacy Notice

Effective Date: April 2026

We are committed to protecting your privacy. This Privacy Policy explains how we collect, use and look after your personal information when you interact with us as a **client, supplier, contractor, website visitor** or through **social media channels**.

1. About Us	1
2. Information We Collect	1
3. How We Collect Your Information	2
4. Why We Use Your Information	2
5. Who We Share Information With	3
6. How Long We Keep Information and Where We Store It	3
7. How We Protect Your Information	3
8. Your Data Protection Rights	3
9. How to Complain	4
10. Changes to This Privacy Policy	4

## 1. About Us

Haven (Interiors) Ltd

**Trading address:** 15 Savernake Road, London NW3 2JT

**Registered address:** 15 Savernake Road, London NW3 2JT

**Email:** [studio@thehaveninteriors.com](mailto:studio@thehaveninteriors.com)

**Website:** <https://thehaveninteriors.com>

**VAT number:** GB 496 4708 41

**Company number:** 10202603

We are the **Data Controller** responsible for your personal information.

## 2. Information We Collect

**From clients:**

- Your name, email address and telephone number
- Postal and project site addresses
- Details about your project and requirements



- Payment and invoicing information
- Information from our client questionnaire (only after you have signed a contract)
- Any other information you choose to give us

**From suppliers, contractors and third parties**

- Name and contact details
- Business address and bank details (for payments)
- Information needed to deliver goods or services to our clients

**From website visitors:**

- Information collected automatically through cookies (see our Cookie Policy for details)

**From social media channels:**

- Information provided by the social media platform such as username, public comments, or information provided in direct messages

### **3. How We Collect Your Information**

We collect information:

- Directly from you (when you contact us, request a quote, sign a contract, fill in our questionnaire, or sign up to our newsletter)
- From social media (when you follow us or message us via Instagram DMs or Pinterest)
- From third parties (eg delivery companies or other suppliers working on a project)
- Automatically through our website (via cookies)

### **4. Why We Use Your Information**

We only use your personal information when we have a valid legal reason. These are the main reasons:

- To provide our interior design services and manage your project (Contract)
- To respond to your enquiries and send quotations (Legitimate interests)
- To process payments and send invoices (Contract + Legal obligation)
- To communicate with you and our contractors about your project (Contract + Legitimate interests)
- To send you our newsletter (Consent – you can unsubscribe anytime)
- To meet legal and tax requirements (Legal obligation)



## 5. Who We Share Information With

We may share your information with:

- Our own team members
- Trusted contractors and fitters working on your project
- Suppliers and delivery companies
- Insurance companies (only when relevant for international projects)
- Professional advisers such as accountants or lawyers

We never sell your personal information.

## 6. How Long We Keep Information and Where We Store It

We keep your personal information only for as long as necessary for the purposes for which it was collected and to meet our legal obligations.

- Client project records (including hard copy documents) are typically kept for seven years, depending on the requirements of your appointment and our professional liability period
- In some cases we may keep records for longer if we enjoy a long working relationship on multiple projects
- Marketing emails (newsletter): Until you unsubscribe or withdraw consent
- Website analytics and cookies: As explained in our Cookie Policy

We review our archived records periodically and securely delete or anonymise your information when we no longer need it.

Electronic records are stored securely in **Google Workspace** (cloud-based). Hard copy documents are stored securely in our offices.

## 7. How We Protect Your Information

Your information is stored with appropriate technical and organisational measures, including encryption and access controls.

## 8. Your Data Protection Rights

Under UK data protection law, you have the following rights:

- Right of access – You can ask for a copy of the personal information we hold about you
- Right to rectification – You can ask us to correct any inaccurate or incomplete information



- Right to erasure (“right to be forgotten”) – You can ask us to delete your information in certain circumstances
- Right to restrict processing – You can ask us to limit how we use your information in certain circumstances
- Right to object – You can object to our use of your information (for example, for direct marketing or where we rely on legitimate interests)
- Right to data portability – You can ask us to transfer your information to you or to another organisation in a structured, commonly used format (this applies in certain circumstances)
- Right to withdraw consent – Where we rely on your consent eg for marketing, you can withdraw it at any time

You can exercise any of these rights by contacting us at [studio@thehaveninteriors.com](mailto:studio@thehaveninteriors.com). We will respond within one month.

Note: Some rights only apply depending on the lawful basis we are using to process your information.

More information about your rights may be found on the [ICO website](#).

## 9. How to Complain

If you have any concerns about how we have used your personal information, please contact us first at [studio@thehaveninteriors.com](mailto:studio@thehaveninteriors.com). We will do our best to resolve the issue.

You can also complain to the Information Commissioner’s Office (ICO):

**Post:** Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

**Helpline number:** 0303 123 1113

**Website:** <https://www.ico.org.uk/make-a-complaint>

## 10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website.