
Combine Studio

Privacy Policy

V.1 20/05/2018

Privacy Policy

The following outlines the General Data Protection Regulation Policy for Combine Studio (Compliance From 25/05/2018).

The overarching principle is that

We take your data incredibly seriously.

All data collected and/or stored by Combine Studio is done so for the sole purpose of business and an individual's / organisations relationship with Combine Studio. This will include, but is not limited to, communication & marketing. Your Individual personal data will never be shared with any third party outside of Combine Studio without prior written consent by you.

No member of staff or sub contractor to Combine Studio will share any personal data with any third party without the prior consent of the individual. This includes, but is not limited to Name, address, email address and phone details.

We keep to a minimum the amount of information we hold about you.

We use your data to respond to your enquiries about our services (the lawful basis for this is "Legitimate Interest") and to provide our services to you (the lawful basis for this is "Contract").

We will delete your data when it is no longer needed our standard retention period is 12 months.

We apply appropriate security mechanisms throughout our systems to protect your personal data.

We are happy to answer any questions you may have about the above.
You can contact us via email on gdpr@combinestudio.com.

Data Storage

Your name and contact information, provided by you, will be used to respond to your enquiry, requests for further information, and to communicate with you during the provision of our services to you.

From May 2018 Combine Studio will not retain any paper files of personal data, except for financial transactional data.

Combine Studio will carry out a full IT security audit every 3 months to check that all our systems are secure and that data retained that is no longer required will be subsequently deleted.

As a client of Combine Studio we will hold information you supply to us as part of the delivery of our services. This will be kept on file digitally for a maximum of 2 years after the last communication with us or from the date of completion of our services.

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Who do we share your data with?

Combine Studio works with a select network of freelancers and contractors in the provision of some of our services. Combine Studio will provide you with details of which freelancers and contractors will be involved as part of the agreement with you regarding the provision of any of our services. We will also discuss and agree on any specific security requirements you may have during the provision of our services.

We've outlined all our partner services below these are specially selected for their compliance with GDPR. We've listed their use within Combine Studio and links to their specific documentation on their own Privacy Policies.

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1

FreeAgent

Responsible for all our financial tracking, invoicing and estimating.
goo.gl/mY15Qo

2

GoCardless

Manage all our ongoing direct debits with clients in relation to retainers and website management.
goo.gl/mW3Z5J

3

TSO

We use TSO to manage all our domain names, renewals, hosting and email setup.
goo.gl/TZKpkU

4

Digital Ocean

Manage our client production servers and deployment.
goo.gl/Aw8hZi

5

Trello

We manage all our projects on Trello, occasionally we will invite you into this system.
goo.gl/FT4DXk

6

Google

We use Google Analytics, Email, Calendar & Drive for communication and ongoing project management.
goo.gl/AwS5kK

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How long do we store your information?

We will store your personal information for a maximum of two years after your last communication with us, or from the date of completion of our services, whichever is the latest. If you wish to stop hearing from us prior to that time then email gdpr@combinestudio.com.

If you are a sole trader or partnership, financial transactions between us might include some personal data.

We are required to keep this information for the current financial year plus an additional six years.

Whilst we store your information we store it securely to prevent unauthorised use.

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Your rights

The data held by Combine Studio can only be as accurate as the information supplied to us by Individuals we work with. It is the responsibility of the individual to ensure their data is accurate. If you are concerned your data is out of date please contact gdpr@combinestudio.com to update your information.

You may at any time request the removal of your personal data by contacting gdpr@combinestudio.com

For further details on your rights and for all data protection matters in the UK please visit the Information Commissioner's Office website at <https://ico.org.uk/>

Changes to this policy

If changes to the Combine Studio Data Protection Policy include any significantly different use of your personal data, we will let you know and give you the option to agree to the updates.

Thank you
If you have a question
please get in touch.