

Fine Finish

Repairs and Restorations

Data Protection Policy and Privacy Notice statement

Protecting data and privacy is of the highest importance at Fine Finish Repairs and Restorations. This statement outlines Fine Finish Repairs and Restorations' intent to comply with the data protection legislation below, as per our Data Protection Impact Assessment.

- UK Data Protection Act 1988 (DPA)
- EU Data Protection Directive 1995 (DPD)
- EU General Data Protection Regulation 2018 (GDPR)

All data collected will be processed in a lawful and transparent manner, which will be communicated to the individual and/or company. Individuals and/or companies we collect data from will be made aware of the purpose for collecting such data. Only the minimum data required for the intended purpose will be collected. Data will be recorded accurately and we will act on requests for incorrect data to be removed and updated with corrections in a timely manner. Data will only be stored for as long as the intended purpose requires and will be stored on a password protected laptop with up-to-date firewalls and antivirus software. Access to such laptop will be limited to the owner of Fine Finish Repairs and Restorations (sole trader company). Data stored will never be shared or distributed without first having the consent of the individual and/or company the data pertains to.

Specific data we will collect

Website Enquiries

Our website allows individuals and/or companies to enquire about any repair work they need doing. Data collected includes individual/company name, address, email address and an optional phone number, as well as photos of the repair work required. This is all collected to allow communication between Fine Finish Repairs and Restorations and the consumer, as well as future works to be carried out. This data is automatically sent to Fine Finish Repairs and Restorations via email and not stored on the website. Each enquiry will result in a quote generated within 2-3 working days, Data will be stored until the consumer responds to quote. If there is no response, data will be deleted after 14 days. If the consumer wishes to use Fine Finish Repairs and Restorations, data will be stored until after the works are completed. Consumers have the option of keeping their contact information stored in case of any future work required, but this will only occur after their explicit consent. If you believe your data may still be stored with us from prior consent and would like this to be removed, please contact us at info@finefinishrepairsandrestorations.co.uk.

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Website

Visitors to our website will have cookies stored on their device. This does not include any personal data, but is a small file stored to allow a better interaction with the website. For more information on cookies click [here](#). The majority of these are essential, but non-essential cookies can be disabled by removing your consent on the cookie banner displayed on first visiting the website. Below are the cookies used:

Cookie	Purpose	Essential	Expiry
XSRF-TOKEN	Security	Essential	On session end
hs	Security	Essential	On session end
svSession	Used in connection with user login	Essential	12 months
SSR-caching	Indicates the system from which the site was rendered	Essential	1 minute
_wixCIDX	Used for system monitoring/debugging	Essential	3 months
_wix_browser_sess	Used for system monitoring/debugging	Essential	On session end
consent-policy	Used for cookie banner	Essential	12 months
smSession	Used to identify site members	Essential	On session end
TS*	Security	Essential	On session end
bSession	System effectiveness measurement	Essential	30 minutes
fedops.logger.X	Used for stability/effectiveness management	Essential	12 months
wixLanguage	Used on multilingual websites to save language preferences	Functional	12 months

This statement is subject to at least annual review, but will be reviewed at any time the way in which data is collected and stored changes.



Matthew Wilson

Owner of Fine Finish Repairs and Restorations (sole trader company)

5th September 2023