

IMP Studio & Live – Privacy Statement



Our Data Protection Policy has been developed to demonstrate our commitment to combine the finest quality services with the highest level of integrity in dealing with our clients, suppliers, associates and staff. This policy has also been developed to be in line with the General Data Protection Regulations and demonstrates our on-going commitment to protecting the privacy and security of your personal information. This privacy statement guides you through how we collect, store and use information about individuals and organisations. IMP Studio & Live is a “controller” of your personal data.

IMP Studio & Live only collects Personal Data when there is a legitimate business need to do so. We need your information primarily to allow us to provide you with the service you have requested and/or to perform our contract with you. In some cases, we may use your personal information to comply with legal obligations placed upon us by the likes of HMRC or to pursue legitimate interests of our own (the efficient and effective operation of the business) provided your interests and fundamental rights do not override those interests.

Purposes we use your information for:

To correspond with you with a view to providing a service; to arrange to attend at your property to quote or undertake works, to take monies for payment from you; to arrange invoices; to pay tax over to HMRC; for the purposes of an after sales service etc.

The provision of information by you is a contractual requirement. If you fail to provide certain information when requested, we may not be able to perform the contract for services for you.

We will typically retain your personal information for the length of the contract or for the time the service is being provided unless there is a legal requirement or retention policy that requires us to keep it longer.

Your rights in connection with personal information

Under certain circumstances, by law you have the right to:

- **Request access** to your personal information (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground.
- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.

Right to withdraw consent (Opt Out)

In any circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact us at office@impgroup.co.uk. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

Data Storage

All personal data collected and processed by IMP Studio & Live is either stored on our own encrypted and secure servers in the UK or transferred to an alternative online storage facility or software solution that is also GDPR compliant and that we have a data processing contract with.

International Data Transfers

Any personal data will only be transferred to other countries that are part of the EEA and therefore have adequate levels of security in place to protect your data. Any country outside of the EEA / EU we share data with will be compliant with the level of security required for companies within it; this includes ensuring companies in the US are members of the Privacy Shield scheme and other companies outside the US have contractual obligations in place to provide the same security.

IMP Studio & Live will not sell personal data in any form to anyone. All data collected and processed is for internal use only:

If you have any concerns or questions about our use of your information, you have the right to complain to the Information Commissioners Office but please contact us in first instance, preferably by e-mail to office@impgroup.co.uk so that we may have the opportunity to address any issues directly with you.