



Sunshade
Blinds Ltd

Privacy Notice

Sunshade Blinds Limited, referred to as Sunshade Blinds, 'we' or 'our', is committed to protecting the privacy and security of your personal information.

This Privacy Notice describes how we collect and use personal customer information about you during and after your relationship with us under the Data Protection (Jersey) Law 2018 ("DPJL").

Sunshade Blinds is a "Data Controller", which means we are responsible for deciding how we hold and use personal information. We are also registered with the Jersey Office of the Information Commissioner ("JOIC") – Registration **68295**.

We will comply with data protection law, the principles of which state that the personal information we hold about you must be: -

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that we have clearly explained to you and not used in any way incompatible with those purposes.
- Relevant to the purposes we have told you about and limited only to those purposes.
- Accurate and kept up to date.
- Kept your data only as long as necessary for the purposes we collected it.
- Kept securely.

Sunshade Blinds is accountable to you and the Authorities to show compliance with ("DPJL") and demonstrate how we are compliant.

The Data Protection Officer ("DPO")

We have appointed a DPO to oversee compliance with this Privacy Notice.

If you have any questions about this Privacy Notice or how we handle your personal information, contact the DPO at dataprotection@sunshadeblinds.ie

You have the right to make a complaint at any time to the JOIC.

Contact details for these are outlined at the bottom of this Privacy Notice.

The Kind of Information We Hold About You

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We list our different services when we collect or use additional information about you.

How Is Your Personal Information Collected?

We collect personal information about you when you contact us, engage us to provide a service or provide us with your data for another specific purpose.

What information do we collect about you when you open an account?

- Name
- Title
- Address
- Identification documents
- Telephone number
- Email address
- Signature
- From our social media

What Special Category Data do we collect about you?

Sunshade Blinds does not collect Special Category data from clients.

How Will We Use Information About You?

We will only use your personal information where permitted by applicable law. Most commonly, we will use personal information in the following circumstances:

Most commonly, we will use your personal information in the following circumstances:

- You have entered a **Contract** with us to provide you with a service; an example of this would be when you open a subscription account with Sunshade Blinds.
- Where it is necessary for our **Legitimate Interests** (or those of a third party), your interests and fundamental rights do not override those interests. An example of this is when we contact residents to inform them of ongoing work in the area.

We may also use your personal information in the following situations, which are likely to be rare:

- Where you have given your **Consent** to contact you for a specific purpose, such as to receive marketing material about Sunshade Blinds services.

Use of Social Media

We may wish to share images or videos of the work we have completed, such as installed blinds and shutters, on our social media platforms (e.g., Facebook) to showcase our services. These images will not include any personal details, such as names or addresses.

We will only use such images with your explicit consent, which you may provide when engaging our services. You have the right to withdraw your consent at any time by contacting our Data Protection Officer at dataprotection@sunshadeblinds.ie

We may also respond to any reviews you place on social media regarding our business. We will only use the information you have provided and will not disclose any additional personal details that you have already disclosed during this process.

Change of purpose

We will only use your personal information for the purposes we collected it unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose.

If we need to use your personal information for an unrelated purpose, we will notify you and explain the legal basis that allows us to do so.

Data Sharing

We do not pass on information gained from your engagement with us without a clear legal basis for doing so. However, we may disclose your Personal Information to meet legal obligations, regulations, or valid governmental requests.

We use certain third parties also known as Processors to provide or support our services. We have appropriate agreements in place with those processors to ensure the safety of your information. For information on these processors please see the table below. We do not share your information with any processors for the purposes of direct marketing.

The current data processors used by Sunshade Blinds are.

Processor	Description of processing	Link to Privacy Notice
Propelfwd	Data Protection Managers. They provide advice and assistance with our data protection requirements and have no access to your data. They will only if you put in a data rights request or if we have a data incident/breach.	Privacy Notice - PropelFwd
Blind Matrix	A platform that helps us to book/schedule appointments with our clients.	Privacy Policy

Processors are other organisations/services carefully chosen by Sunshade Blinds to process your information correctly and securely. In the case of organisations outside of Jersey, the United Kingdom and the European Economic Area (EEA);

(a) We have prior written instructions for the transfer or

(b) We have entered specific contractual terms with them to ensure that they treat your personal data in a way equivalent to that in which they would be required if they were established in Jersey.

We process and store our data using Office 365, OneDrive, and SharePoint on an Azure deck. We have selected EEA storage locations, Dublin, Ireland, and London, UK, as our preferred data storage locations.

We ensure your privacy rights are respected and that your data is protected to the standards set by the DPJL.

Data Security

We have in place appropriate security measures to prevent your personal information from being accidentally lost, altered, disclosed, or accessed in an unauthorised way. In addition, we limit access to your personal information to those Staff, Agents, Contractors and other third parties on a need-to-know basis.

Personal information will only be processed in accordance with our strict instructions and will remain subject to a duty of confidentiality.

Details of these measures may be obtained from our DPO.

Procedures are in place to assess any suspected data security breach and notify you and any applicable regulator of a suspected breach where legally required.

Data Retention

Personal information will be retained for as long as necessary to fulfil the purposes it was collected for, including to satisfy any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the quantity, nature, sensitivity, and potential risk of harm from unauthorised use or disclosure of your data. The purposes for which we process your data can be achieved through alternative means and relevant legal requirements.

You can request our Data Retention Schedule from our DPO if required.

In some circumstances, we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you.

Rights of Access, Correction, Erasure, and Restriction

The personal information we hold about you must be accurate and current.

Please keep us informed if your information changes during your relationship with us.

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 right 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 right enables you to have any incomplete or inaccurate data we hold about you corrected.
- **Request erasure** of your personal information. This right enables you to ask us to delete or remove personal data where there is no good reason for us to continue 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** your personal information where we rely on a legitimate interest (or those of a third party). There is something about your particular situation that makes you want to object to processing on this ground. You also have the right to object to processing your personal information for direct marketing purposes.
- **Request the restriction of processing** of your personal information. This right 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.
- **Request the transfer** of your personal information to another party.

If you want to review, verify, correct or request the erasure of your personal information, object to the processing or request that we transfer a copy of your personal information to another party, contact our DPM at dataprotection@sunshadeblinds.ie

You will not have to pay a fee to access your personal information (or exercise any other rights). However, we may charge a reasonable fee if your access request is unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

How to request your information and what we may need from you

You can request the Data Subject Access Request form by contacting our DPO at dataprotection@sunshadeblinds.ie

You can also email or verbally request a DSAR form from one of our team members.

We will need to request specific information from you to help us confirm your identity and ensure your right to access the information (or exercise any of your other rights).

We will respond to your request without undue delay, but certainly within **Four Weeks** after satisfactory verification of your identity. We can apply an eight-week extension to this if, in some circumstances, the request is complex and cannot be answered in four weeks. If this is to happen, we will inform you as soon as possible.

Right to Withdraw Consent

In the limited 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, contact our DPM at dataprotection@sunshadeblinds.ie

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.

Changes to this Privacy Notice

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates.

We may also notify you in other ways from time to time about the processing of your personal information or request you to confirm the accuracy of the information we hold on you.

Complaints

We want to resolve any complaints you have about how we process your information. You have the right to complain to the JOIC about how we have used your data.

The details of each of these contacts are:

Sunshade Blinds Limited

Unit 4b, Barette Commercial Centre,
La Route Du Mont Mado, St John, Jersey,
JE3 4DS email dataprotection@sunshadeblinds.je

Jersey Office of the Information Commissioner

2nd Floor, 5 Castle Street, St Helier, Jersey JE2 3BT
Telephone +44 (0) 1534 716530 or email enquiries@jerseyoic.org