GDPR | CLIENTS, CONSULTANTS & SUPPLIERS

Data Privacy Notice

This policy (together with standard terms and conditions and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. The rules on processing of personal data are set out in the General Data Protection Regulation (the "GDPR"). MBH Design Studio Ltd is committed to protecting and respecting your privacy.

1. Definitions

a) Data controller - A controller determines the purposes and means of processing personal data.

b) Data processor - A processor is responsible for processing personal data on behalf of a controller.

c) Data subject - Natural person

d) Categories of data: Personal data and special categories of personal data

e) Personal data - The GDPR applies to 'personal data' meaning any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier (as explained in Article 6 of GDPR). For example, name, passport number, home address or private email address. Online identifiers include IP addresses and cookies.

f) Special categories personal data - The GDPR refers to sensitive personal data as 'special categories of personal data' (as explained in Article 9 of GDPR). The special categories specifically include genetic data, and biometric data where processed to uniquely identify an individual. Other examples include racial and ethnic origin, sexual orientation, health data, trade union membership, political opinions, religious or philosophical beliefs.

g) Processing - means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

h) Third party - means a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorised to process personal data.

2. Who are we?

MBH Design Studio Ltd. are Architectural Designers, Project Managers, Interior Designers and Quantity Surveyors and we are the data controller. This means we decide how your personal data is processed and for what purposes. Our contact details are: MBH Design Studio Ltd. Brook House, Apex Court. Camphill Road, West Byfleet. Surrey. KT14 6SQ Tel No.: 01932352727 Email: mbh@mbhltd.com

3. The purposes of processing your personal data

We use your personal data for the following purposes:

a) To maintain contact and communication with you during the course of a potential or new project.

b) To identify, manage, administer and cost your projects.

c) To maintain our own records and accounts.

d) To inform you of our relevant company news, events and activities.

e) To purchase goods, materials and services from you.

4. The categories of personal data concerned

With reference to the categories of personal data described in the definitions section, we process the following categories of your data:

Personal data may include your name, address, email address, phone number, financial data for payments such as VAT registration and bank details. We have obtained your personal data from you, your employees or from publicly available data from websites.

5. What is our legal basis for processing your personal data?

a) Personal data (article 6 of GDPR) Our lawful basis for processing your general personal data: Processing necessary for the performance of a contract with the data subject or to take steps to enter into a contract - For the legitimate purposes of running the business.

6. Sharing your personal data

Your personal data will be treated as strictly confidential and will be shared only with directors, HR administrative and finance staff where necessary, and contact details with members of the design team for project contacts. We will never share your details with 3rd parties, especially outside the project team, without your prior approval. Drawings submitted to local authorities, which will be available for public viewing will not show any personal data.

7. How long do we keep your personal data?

We keep your personal data for no longer than reasonably necessary but may be for a period of 12 years beyond the end of the contract with you for legal purposes.

8. Providing us with your personal data

You are under no statutory or contractual requirement or obligation to provide us with your personal data, but failure to do so might reduce or prevent communication with you during the contract which will lead to delay in providing our services or payments.

9. Your rights and your personal data

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

- The right to request a copy of the personal data which we hold about you;
- The right to request that we correct any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary to retain such data;
- The right to withdraw your consent to the processing at any time, where consent was your lawful basis for processing the data;
- The right to request that we provide you with your personal data and where possible, to transmit that data directly to another data controller (known as the right to data portability), (where applicable, i.e. where the processing is based on consent or is necessary for the performance of a contract with the data subject and where the data controller processes the data by automated means);
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to the processing of personal data, (where applicable i.e. where processing is based on legitimate interests (or the performance of a task in the public interest/exercise of official authority); direct marketing and processing for the purposes of scientific/historical research and statistics).

10. Transfer of Data Abroad

We have a drawing office in Ahmedabad, India where some of our drawings are produced. Only Client name (if shown on drawing title blocks) and project address is shared with them for drawing purposes only.

11. Automated Decision Making

We do not use any form of automated decision making in our business.

12. Further processing

If we wish to use your personal data for a new purpose, not covered by this Data Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions.

13. Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on our website and, where appropriate, notified to you by email. Please check back frequently to see any updates or changes to our privacy policy.

14. How to make a complaint

To exercise all relevant rights, queries or complaints please in the first instance contact MBH Office Manager, Kelly Harris on 01932352727 or administration@mbhltd.com. If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the Information Commissioners Office via https://ico.org.uk/make-a-complaint/

For MBH Design Studio Ltd November 2026