DESIGN OFFICE UK LTD

PRIVACY NOTICE

Last updated: 12th November 2026

1. Introduction

Design Office UK Ltd respects your privacy and is committed to protecting personal information.

This Privacy Notice explains how we collect, use, store and protect personal information when providing our services, working with schools, undertaking photography and videography, operating our website and communicating with customers and business contacts.

We handle personal information in accordance with applicable UK data protection legislation, including the UK GDPR and Data Protection Act 2018, as amended.

2. Who We Are

Design Office UK Ltd is the organisation responsible for the personal information described in this notice where we act as a data controller.

Company: Design Office UK Ltd

Registered address: Design Office Uk ltd, Cerco House, Southmere Court, Electra Way, Crewe, CW1 6GU

Email: info@designoffice.co.uk

Website: https://designoffice.co.uk

For certain school photography and videography activities, we process personal information on behalf of the school. In those circumstances, the school will generally be the data controller and we will act as its data processor.

3. Personal Information We Collect

The information we collect depends on the services we provide and our relationship with you.

This may include:

Customers and business contacts

- Names and contact details.
- Email addresses and telephone numbers.
- Business and organisation details.
- Project requirements and correspondence.
- Billing and payment information.

School photography and videography

When providing services to schools, we may process:

- Photographs and video footage of pupils and school staff.
- Names or other identifying details where provided.
- Information about photography permissions and restrictions.
- Project information and school contact details.
- Requests concerning the use of particular photographs or videos.

Website visitors

We may collect information provided through website contact forms and information collected through cookies or similar technologies, as explained in our cookie information.

Employees and freelancers

We may process employment, contact, payment and other information necessary to manage working relationships.

4. How We Use Personal Information

We may use personal information to:

- Provide photography, videography, design and marketing services.
- Communicate with schools, customers and suppliers.
- Prepare and deliver agreed project materials.
- Manage business relationships and accounts.
- Maintain appropriate business records.
- Respond to enquiries and requests.
- Protect our business, systems and services.

- Meet legal and regulatory requirements.
- Promote our own services where we have an appropriate lawful basis.

We will only use personal information for purposes that are lawful, fair and transparent.

5. Photographs and Videos of Pupils

Design Office UK Ltd provides photography and videography services to schools, primarily to create promotional and marketing materials for the school.

The school will generally determine the purpose of the photography and how the resulting images and videos are used in its own communications.

When carrying out this work on behalf of a school, we generally act as a data processor and follow the school's documented instructions.

The school is responsible for establishing the appropriate lawful basis and permissions for its own use of pupil images and footage.

We take reasonable steps to follow photography restrictions and safeguarding instructions provided by the school.

Our own marketing use

Design Office UK Ltd may wish to use selected photographs or video clips to demonstrate the quality of its work and promote its services.

This is separate from the school's use of the images.

We will only use identifiable pupil images or footage for our own marketing where we have established an appropriate lawful basis and provided the required privacy information.

Where we rely on consent, this will be requested separately and participation will be optional. Refusing or withdrawing permission for our marketing will not affect the pupil's participation in the school's photography activities.

6. Our Lawful Bases for Processing

Depending on the activity, we may rely on one or more of the following lawful bases:

- **Contract:** Where processing is necessary to provide services or fulfil an agreement.

- **Legitimate interests:** Where we have a genuine business need to process information and this does not override the individual's rights and interests.
- **Legal obligation:** Where processing is necessary to comply with the law.
- **Consent:** Where an individual has freely agreed to a specific use of their information.

Where we process information as a data processor for a school, the school is responsible for determining the lawful basis for that processing.

We will not use consent as a blanket justification for all processing activities.

7. Sharing Personal Information

We do not sell personal information.

We may share information where necessary with:

- Schools commissioning our services.
- Approved suppliers and service providers.
- IT, storage and hosting providers.
- Professional advisers.
- Accountants and payment providers.
- Public authorities where required by law.

Where another organisation processes personal information on our behalf, we will put appropriate data protection arrangements in place.

We will only share personal information where there is a lawful and appropriate reason to do so.

8. How We Store and Protect Information

We take appropriate steps to protect personal information against accidental loss, unauthorised access, alteration or disclosure.

Our school photography and videography project files are currently stored on an external hard drive kept in a secure safe, with access restricted to authorised team members.

We use access restrictions and physical security measures to protect these files.

We are working to strengthen our arrangements through encrypted storage and a separate backup system.

No method of storing or transmitting information can be guaranteed to be completely secure, but we take reasonable measures to protect the information we hold.

9. How Long We Keep Information

We only retain personal information for as long as necessary for the purpose for which it was collected, subject to legal and contractual requirements.

Our standard retention period for completed photography and videography projects is up to three years following project completion.

This allows the school and our company to make reasonable ongoing use of the agreed materials and request further copies or edits where appropriate.

At the end of the retention period, project files will be reviewed and information no longer required will be securely deleted, unless there is a valid reason to retain it for longer.

Other types of information, including financial, employment and business records, may be retained for different periods where required.

10. International Transfers

Some of the service providers we use may store or process information outside the United Kingdom.

Where personal information is transferred internationally, we will ensure that the transfer meets the requirements of applicable UK data protection legislation.

11. Your Data Protection Rights

Depending on the circumstances, you may have the right to:

- Request access to personal information we hold about you.
- Ask us to correct inaccurate information.
- Request deletion of your personal information.
- Ask us to restrict how we use your information.
- Object to certain types of processing.
- Request a copy of certain information in a portable format.
- Withdraw consent where we rely on consent.

These rights are subject to certain legal conditions and exceptions.

If we process information on behalf of a school, we may need to refer your request to the school as the data controller.

12. Children's Information

We recognise the importance of protecting children's personal information.

We handle pupil photographs and videos carefully and follow the relevant school's instructions and safeguarding requirements when providing photography and videography services.

Where we use identifiable pupil images for our own marketing, we will ensure that an appropriate lawful basis has been established and that suitable privacy information has been provided.

Children's rights and interests will be considered when handling requests concerning their personal information.

13. Cookies and Website Information

Our website may use cookies and similar technologies to operate correctly, understand website usage and improve the visitor experience.

Where required, we will obtain consent before using non-essential cookies.

Further information about the cookies used on our website can be found in our Cookie Policy or cookie settings.

[Check the website's current cookie banner and cookie policy.]

14. Contacting Us

If you have questions about this Privacy Notice or how Design Office UK Ltd handles personal information, please contact:

Design Office UK Ltd

Email: info@designoffice.co.uk

Address:Design Office UK ltd, Cerco House, Southmere Court, Electra Way, Crewe, CW1 6GU

Please provide enough information for us to identify the relevant records and respond to your request.

15. Complaints

We encourage anyone with a concern about how their personal information is being handled to contact us first so that we can try to resolve it.

You also have the right to complain to the Information Commissioner's Office (ICO).

Website: https://ico.org.uk

Telephone: 0303 123 1113

16. Changes to This Notice

We may update this Privacy Notice from time to time to reflect changes in our services, business practices or legal requirements.

The latest version will be published on our website with its updated date.