



**Pilgrimage**  
Web Design

Unit 1, Hillview Studios  
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# Privacy Notice

## (15th May 2018)

Pilgrimage Web Design is committed to protecting your personal information, and to using it only with your consent or as we are otherwise allowed to do so. We are committed to using your personal information in a way that is lawful, fair, non-intrusive and transparent. We are committed to making your data rights known to you, as well as how you can exercise them with us. If you have any queries regarding our handling of your personal information, please email us at [office@pilgrimageweb.co.uk](mailto:office@pilgrimageweb.co.uk) or call us on 020 8150 3121.

### WHO WE ARE

Pilgrimage Web Design is a web design agency which has been operating since 2013, helping businesses, charities, churches and individuals obtain an attractive online presence, with a personal, reliable design and maintenance service. Our postal address is Unit 3 Hillview Studios, 160 Eltham Hill, Eltham SE9 5EA, London, United Kingdom. Pilgrimage Web Design is owned and run by Celeb Pilgrim T/A Pilgrimage Web Design.

### WHO PROCESSES YOUR INFORMATION

Your personal information is processed by Pilgrimage Web Design and its representatives. This may be, as circumstances strictly require, the proprietor or full-time employees. Our Data Protection Officer is Celeb Pilgrim.

### HOW WE OBTAIN INFORMATION

We only obtain your personal information with your consent, or as we are otherwise allowed to do so. This can be via an online enquiry form, email or other means by which you contact us. In rare instances we may contact you after coming across your information on your own website or on online directories such as Google My Business.

### WHAT INFORMATION WE COLLECT

We only collect information as strictly necessary. The personal information we collect might include your name, address (unless we can obtain your organisation's address instead), email address and phone number. If you make payments to us we might also store transactional information, however these do not include full card details, which are encrypted using professional high-security third-party algorithms.

### THE LEGAL BASIS ON WHICH WE PROCESS YOUR INFORMATION

The GDPR legislation provides for several lawful bases on which companies such as ourselves may process personal information. Depending on your case and the processing instance, we may be processing your information on the following bases: (a) you have given consent in relation to our stated purpose, (b) we need to process the information to perform our contract with you, or to take steps at your request before entering into a contract, (c) processing is necessary for us to comply with our own legal obligations.

### WHAT WE PROCESS YOUR INFORMATION FOR

We only collect and use your personal information to assist you with your online presence or any other IT needs you seek advice or request work on. This is to enable us to know the particulars of your needs, to communicate with you about your needs, and to make all and any arrangements necessary to meet those needs at your request.

### WHO WE SHARE PERSONAL INFORMATION WITH

We never share your personal information with third-parties, with the exception of contractors whose services are required for us to meet your needs, and government bodies as required by law. Where third-parties are involved, your information is shared strictly as necessary and is never sold.

### HOW WE STORE INFORMATION

We will only store information with your consent, or as we are otherwise allowed to do so. Information stored digitally is always held on secure servers, with access being granted to those processing your information strictly as necessary. Information stored physically is also stored safely and is only accessible by those processing your information strictly as necessary. We delete your information automatically 3 years after the end of your association with us, in the unlikely event of that being the case.

### YOUR RIGHT TO ACCESS THE INFORMATION WE HOLD

To exercise this right, simply notify us by email at [office@pilgrimageweb.co.uk](mailto:office@pilgrimageweb.co.uk) or by post using the following address: Unit 3 Hillview Studios, 160 Eltham Hill, Eltham SE9 5EA, London, United Kingdom. We will do our utmost to respond promptly and provide a comprehensive answer to your request.

### YOUR RIGHT TO RECTIFY THE INFORMATION WE HOLD

To exercise this right, simply notify us by email at [office@pilgrimageweb.co.uk](mailto:office@pilgrimageweb.co.uk) or by post using the following address: Unit 3 Hillview Studios, 160 Eltham Hill, Eltham SE9 5EA, London, United Kingdom. Please specify what information is incorrect, and how you would like us to correct it. We will in all cases do our utmost to respond promptly and secure a satisfactory outcome for you.

### YOUR RIGHT TO WITHDRAW CONSENT, OR REQUEST THE DELETION OF YOUR PERSONAL INFORMATION

To exercise this right, simply notify us by email at [office@pilgrimageweb.co.uk](mailto:office@pilgrimageweb.co.uk) or by post using the following address: Unit 3 Hillview Studios, 160 Eltham Hill, Eltham SE9 5EA, London, United Kingdom. Although there are instances where the complete removal will not be possible (for example, if your request clashes with a legal obligation we have), we will in all cases do our utmost to respond promptly and secure a satisfactory outcome for you.