**Privacy Statement & Cookies Policy**

**Our Privacy Promise**
This privacy statement outlines how we collect, use and store your personal data.

**Ven Tex Studio** **Ltd** (Ventex Studio) is committed to protecting your privacy online. We only collect, store and use your personal information for clearly defined purposes, in line with the UK General Data Protection Regulation (UK GDPR). We never sell your personal data to third parties. You can contact us at any time to view, correct, or request removal of your personal data.

**What We Collect**

**Personal data** includes:

* Name, email address, phone number, company, job title
* Financial Data (e.g., payment details)
* Technical Data (e.g., IP address, browser type)
* Usage Data (how you interact with our website)
* Marketing preferences and communication data

**Why We Use It**

We use personal data to:

* Deliver our services
* Communicate with you by phone, email or post
* Understand your needs and personalise services
* Maintain legal and financial records
* Detect and prevent fraud or misuse

We store project-related data while engagements are active and retain necessary information for legal and tax purposes for seven years. Consent for marketing communications is renewed every two years.

**Lawful Bases for Processing**

We process your data under the following legal bases:

* **Contractual obligation** – to fulfil or enter into a contract with you
* **Legal obligation** – to meet regulatory and statutory requirements
* **Legitimate interest** – to deliver a high-quality service and build lasting relationships
* **Consent** – for optional communications and newsletter subscriptions

**Sharing Your Data**

We may share data with third-party providers such as:

* IT support and hosting services
* Email marketing tools
* Analytics and monitoring tools
* Legal or regulatory bodies, if required

All third parties are contractually bound to handle your data securely and lawfully. We do not permit them to use your data for their own purposes.

If we transfer data outside the UK or EU, we ensure adequate protection through standard contractual clauses or equivalent safeguards.

**Your Rights**

You have the right to:

* **Access** the personal data we hold about you
* **Correct** inaccurate or incomplete data
* **Delete** data we no longer need or where consent is withdrawn
* **Object** to or **restrict** our use of your data in certain situations
* **Withdraw consent** at any time for marketing or optional processing

**Cookies Policy**

Our website uses cookies to:

* Enable key website functionality
* Remember preferences
* Track site performance and usage for analytics

We use:

* **Essential cookies** – for secure access and functionality
* **Preference cookies** – to remember your settings
* **Analytics cookies** – to monitor and improve website use

You can manage cookie preferences through your browser settings. Disabling cookies may affect your website experience.

**Embedded Content**

Some pages may contain embedded media (e.g., videos or social media posts). These third-party sites may collect usage data independently. Please refer to their privacy policies.

**Complaints & Contact**

We aim to resolve all privacy concerns internally. However, you can also contact the UK’s Information Commissioner’s Office (ICO):

* Online: <https://ico.org.uk/global/contact-us/>
* Phone: 0303 123 1113
* Post: ICO, Wycliffe House, Water Lane, Wilmslow, SK9 5AF

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