



# PHEOWL LTD – PRIVACY POLICY

PHEOWL LTD is committed to safeguarding the privacy and security of our users' personal data. This Privacy Policy outlines how we collect, use, store, and protect your personal information in accordance with applicable data protection laws, including but not limited to the General Data Protection Regulation (GDPR) and the UK Data Protection Act. By accessing or using the services provided by PHEOWL LTD, you consent to the collection and use of your personal data as described in this Privacy Policy.

## Information We Collect

We may collect the following types of personal information from users:

- **Personal Identification Information:** Name, email address, contact information, and other personal details provided through forms or communication with us.
- **Project Information:** Information related to the services we provide, such as project specifications, design preferences, and other materials relevant to our business services.
- **Usage Data:** Information about how users interact with our website and services, including IP addresses, browser types, and browsing patterns.

## How We Use Your Information

We use the information we collect for the following purposes:

- **To Provide Services:** To carry out our obligations and provide the services you have requested, including architectural design, video production, and creative services.
- **Customer Communication:** To communicate with you regarding updates on your projects, respond to inquiries, and provide customer support.
- **Legal Compliance:** To comply with legal obligations, resolve disputes, and enforce our agreements, including this Privacy Policy.
- **Marketing and Promotions:** With your consent, we may send promotional emails or updates about our services, events, and offers. You may opt-out of marketing communications at any time by following the unsubscribe instructions in the communication.

## Sharing of Your Information

We respect your privacy and will not sell, rent, or trade your personal information to third parties. However, we may share your information with third parties in the following situations:

- **Service Providers:** We may share your information with trusted third-party service providers who assist in the operation of our services, such as payment processors, email services, and marketing platforms.
- **Legal Obligations:** We may disclose your personal information if required to do so by law or in response to legal processes, such as subpoenas or court orders.
- **Business Transfers:** In the event of a merger, acquisition, or sale of assets, your information may be transferred to the new owner as part of the transaction.

## Data Retention

We will retain your personal data for as long as necessary to fulfill the purposes outlined in this Privacy Policy, including compliance with legal, accounting, or reporting obligations. Once your data is no longer required for these purposes, we will securely delete or anonymize it.

## Data Security

We take the security of your personal data seriously and implement a variety of technical and organizational measures to protect it from unauthorized access, loss, misuse, or alteration. These measures include encryption, secure servers, and access controls. However, no data transmission over the internet or method of electronic storage can be guaranteed to be 100% secure, and we cannot ensure the absolute security of your data.

## Your Data Protection Rights

Depending on your location, you may have the following rights regarding your personal data:

- **Access:** You can request access to the personal data we hold about you.
- **Correction:** You can request correction of inaccurate or incomplete data.
- **Deletion:** You may request the deletion of your personal data, subject to certain legal conditions.
- **Restriction:** You can request restriction of processing in certain circumstances.
- **Data Portability:** You can request a copy of your personal data in a commonly used, machine-readable format.
- **Withdraw Consent:** If we rely on your consent to process your data, you may withdraw your consent at any time. To exercise these rights, please contact us using the details provided in the "Contact Us" section below.

## Cookies

We use cookies and similar tracking technologies to enhance user experience, analyze website traffic, and personalize content. You can control the use of cookies through your browser settings, but disabling cookies may affect the functionality of our website and services which is handled by WordPress.

## **International Transfers**

If you are located outside of the United Kingdom, please note that your personal data may be transferred to and processed in the UK. By using our services, you consent to the transfer of your data to the UK, where applicable data protection laws may differ from those in your country of residence.

## **Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. Any changes will be posted on our website, and the updated policy will indicate the effective date of the revision. We encourage you to review this Privacy Policy periodically to stay informed about how we are protecting your personal information.

## **Contact Us**

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

Email: [contact@pheowl.com](mailto:contact@pheowl.com)

Phone: +44 7429915148

Visit our website <https://pheowl.com>



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