

PRIVACY POLICY

Introduction, important information and who we are

1. Introduction

Meristem Design Limited ("Meristem", "we", "our" or "us") is committed to protecting your privacy and handling your personal information responsibly.

This Privacy Policy explains how we collect, use, store, share and protect personal information when you visit our website, enquire about our services, become a client or prospective client, supply goods or services to us, work with us as a self-employed contractor, apply for employment or otherwise communicate with us.

It also explains your rights under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This Privacy Policy applies to personal information collected both online and offline.

Please read this Privacy Policy alongside our Cookie Policy and any other privacy information we provide when collecting or processing your personal information.

2. Important Information and Who We Are

Data Controller

Meristem Design Limited is the Data Controller responsible for your personal information.

Throughout this Privacy Policy, references to "Meristem", "we", "our" or "us" mean Meristem Design Limited.

Contact Details

If you have any questions about this Privacy Policy or wish to exercise your data protection rights, please contact us.

Meristem Design Limited

45–47 Clerkenwell Green

London EC1R 0EB

Email: info@meristemdesign.co.uk

Complaints

We hope we can resolve any questions or concerns you may have.

If you are unhappy with how we have handled your personal information, you have the right to lodge a complaint with the Information Commissioner's Office (ICO).

Website: ICO website.

However, we would appreciate the opportunity to address your concerns before you contact the ICO.

Changes to this Privacy Policy

We review this Privacy Policy regularly to ensure it remains accurate and reflects changes in legislation, our services and our business activities.

The latest version will always be available on our website.

Keeping Your Information Up to Date

It is important that the personal information we hold about you is accurate and current.

Please notify us if your contact details or any other personal information changes during your relationship with us.

Third-Party Websites

Our website may contain links to third-party websites.

Once you leave our website, we are not responsible for the privacy practices of those websites and encourage you to read their privacy policies before providing any personal information.

The personal information we collect, how we collect it and how we use it

3. The Personal Information We Collect

The personal information we collect depends on how you interact with us.

Clients and Prospective Clients

If you enquire about or purchase our services, we may collect your name, company name, job title, business address, email address, telephone number, project

information, correspondence, quotations, contracts, invoices, payment information and marketing preferences.

Suppliers and Self-Employed Contractors

If you provide goods or services to Meristem, we may collect your name, trading name (where applicable), business contact details, UTR, VAT registration number (where applicable), bank details, insurance information, qualifications, competency cards, training records, driving licence or vehicle details (where relevant), Right to Work information, DBS information where required, health and safety records, assignment history and other information necessary to manage our contractual relationship.

Job Applicants

If you apply to work with us, we may collect your contact details, CV, employment history, qualifications, references, interview notes, Right to Work documentation and any other information you provide during the recruitment process.

Website Visitors

When you visit our website, we may automatically collect technical information including your IP address, browser type, device information, operating system, pages visited, time spent on the website, cookie information and other website usage data to help us improve our website and services.

Special Category and Criminal Conviction Data

We do not routinely collect Special Category Personal Data.

However, where necessary and permitted by law, we may process limited Special Category Data or information relating to criminal convictions, such as DBS information, where required for safeguarding purposes, contractual obligations or legal compliance.

Where this occurs, we will ensure an appropriate lawful basis and additional condition for processing applies.

4. How We Collect Personal Information

We collect personal information in a number of ways, including:

Information you provide directly

You may provide personal information when you contact us, submit an enquiry, request a quotation, enter into a contract, apply for employment, provide goods or services, submit invoices, complete forms or communicate with us during a project.

Information collected automatically

When you visit our website we may automatically collect technical information through cookies and similar technologies.

Further information can be found in our Cookie Policy.

Information received from third parties

Where appropriate, we may receive personal information from clients, principal contractors, recruitment agencies, professional advisers, training providers, accreditation bodies, publicly available sources such as Companies House, and regulatory bodies.

5. How We Use Personal Information

We only process personal information where we have a lawful basis to do so.

Depending on your relationship with us, we may use personal information to:

Deliver our services

We use personal information to respond to enquiries, prepare quotations, manage projects, provide our services and communicate with clients throughout the delivery of those services.

Manage suppliers and contractors

We process supplier and contractor information to establish contractual relationships, verify competence and insurance, administer assignments and payments, maintain contractor records, and comply with health and safety, safeguarding and other legal obligations.

Manage recruitment

We process applicant information to assess suitability for employment, communicate during the recruitment process, verify qualifications and references, and comply with employment legislation.

Operate our business

We also process personal information to manage contracts, maintain business and financial records, process invoices and payments, improve our website and services, manage complaints, comply with legal obligations and establish, exercise or defend legal claims.

Marketing

Where you have requested information from us or have an existing business relationship with us, we may contact you regarding services, news or updates that may be relevant to you.

You can opt out of receiving marketing communications at any time by contacting us or using the unsubscribe link included in our emails.

Lawful Basis for Processing

Depending upon the circumstances, we rely on one or more of the following lawful bases:

- Performance of a contract
- Compliance with a legal obligation
- Legitimate interests
- Consent (where required)

Where Special Category Personal Data or criminal offence data is processed, we will ensure an appropriate additional condition under UK GDPR and the Data Protection Act 2018 is met.

Sharing your information, international transfers, data security and data retention

6. Sharing Your Personal Information

We only share personal information where it is necessary to deliver our services, operate our business or comply with legal obligations.

Depending on your relationship with us, we may share personal information with:

Clients

Where necessary to deliver contracted services, including project management, site access, health and safety compliance and project communications.

Principal Contractors

Where required to comply with contractual, health and safety or site access requirements.

Suppliers and Service Providers

Third-party organisations that provide services on our behalf, including:

- IT service providers
- Cloud storage providers
- Website hosting providers
- Email and communication providers
- Accounting and finance software providers
- Training providers
- Health and Safety consultants
- Accreditation bodies
- Professional advisers including accountants, auditors and legal advisers

These organisations are only permitted to process personal information on our behalf where appropriate contractual and security measures are in place.

Regulatory Bodies

Where required by law or regulation, we may share information with:

- HM Revenue & Customs (HMRC)
- The Health and Safety Executive (HSE)
- The Information Commissioner's Office (ICO)
- Police or other law enforcement agencies
- Local authorities
- Other regulatory or government bodies

Business Transfers

If Meristem Design Limited is involved in a merger, acquisition, sale or restructuring, personal information may be transferred where permitted by law and subject to appropriate confidentiality obligations.

We Do Not Sell Personal Information

We do not sell, rent or trade personal information to third parties for marketing purposes.

7. International Transfers

Some of the organisations that provide services to us may process personal information outside the United Kingdom including cloud-based service providers.

Where personal information is transferred internationally, we will ensure appropriate safeguards are in place to protect it in accordance with UK GDPR.

These safeguards may include:

- UK International Data Transfer Agreements (IDTAs);
- the UK Addendum to the EU Standard Contractual Clauses;
- adequacy regulations approved by the UK Government; or
- other lawful transfer mechanisms permitted under UK GDPR.

8. Data Security

We are committed to protecting the confidentiality, integrity and availability of personal information.

We have implemented appropriate technical and organisational measures designed to protect personal information against:

- accidental loss;
- unauthorised access;
- unauthorised disclosure;
- alteration;
- misuse;
- destruction.

These measures include, where appropriate:

- controlled access to information;
- password protection;
- multi-factor authentication;
- encrypted devices where appropriate;
- secure cloud-based systems;

- regular software updates;
- staff awareness and training;
- secure disposal of confidential information.

Access to personal information is restricted to individuals who require it for legitimate business purposes.

Anyone processing personal information on our behalf is subject to appropriate confidentiality obligations.

Personal Data Breaches

We maintain procedures for identifying, investigating and responding to personal data breaches.

Where required by law, we will notify the Information Commissioner's Office and affected individuals.

9. Data Retention

We only retain personal information for as long as necessary to fulfil the purposes for which it was collected, including satisfying legal, accounting, insurance and regulatory requirements.

When deciding how long to retain information, we consider:

- the purpose for which it was collected;
- legal and regulatory requirements;
- contractual obligations;
- insurance requirements;
- limitation periods for legal claims;
- operational business requirements.

Once information is no longer required, it will be securely deleted, destroyed or anonymised.

Typical Retention Periods

Record	Typical Retention Period
Client contracts	6 years after completion
Supplier records	6 years
Self-employed contractor agreements	6 years after final engagement
Financial records and invoices	6 years
Quotations	Up to 2 years where no contract follows
Health & Safety records	In accordance with applicable legislation
Accident and incident records	In accordance with applicable legislation
Training and competency records	Duration of engagement plus an appropriate period afterwards
Recruitment records	Up to 12 months unless a longer retention period is justified
Marketing preferences	Until consent is withdrawn or no longer required
Where legislation requires longer retention periods, those requirements will take precedence.	

Your rights, cookies, contact detail and policy management

10. Your Legal Rights

Under UK data protection legislation, you have a number of rights in relation to your personal information.

These rights are not absolute and may only apply in certain circumstances.

Right of Access

You have the right to request a copy of the personal information we hold about you.

Right to Rectification

You have the right to request that inaccurate or incomplete personal information is corrected.

Right to Erasure

You may request that we delete your personal information where there is no lawful reason for us to continue processing it.

This right does not apply where we are required to retain information to comply with legal or contractual obligations.

Right to Restrict Processing

You may request that we suspend the processing of your personal information in certain circumstances, for example while the accuracy of the information is being verified.

Right to Object

Where we rely on our legitimate interests as the lawful basis for processing, you may object if you believe your rights outweigh our legitimate interests.

You also have the right to object to direct marketing at any time.

Right to Data Portability

Where processing is based on consent or the performance of a contract and carried out by automated means, you may request that your personal information is transferred to you or another organisation in a structured, commonly used and machine-readable format.

Right to Withdraw Consent

Where we rely on your consent, you may withdraw that consent at any time.

Withdrawal of consent will not affect the lawfulness of processing carried out before consent was withdrawn.

Exercising Your Rights

If you wish to exercise any of these rights, please contact us using the details provided in this Privacy Policy.

We may ask you to verify your identity before responding to your request.

Unless an exemption applies, we aim to respond within one month.

11. Cookies

Our website uses cookies and similar technologies to improve functionality, analyse website traffic and enhance the user experience.

Cookies may be used to:

- remember your preferences;
- improve website performance;
- understand how visitors use our website;
- help us improve our services.

You can manage or disable cookies through your browser settings.

Please note that disabling certain cookies may affect the functionality of our website.

Further information is available in our Cookie Policy.

12. Third-Party Websites

Our website may contain links to third-party websites.

If you follow a link to another website, please note that those websites operate under their own privacy policies.

We do not accept responsibility or liability for the privacy practices of third-party websites and encourage you to read their privacy policies before providing any personal information.

13. Contacting Us

If you have any questions about this Privacy Policy or how we process your personal information, please contact us.

Meristem Design Limited

45–47 Clerkenwell Green

London

EC1R 0EB

Email: info@meristemdesign.co.uk

Information Commissioner's Office

If you remain dissatisfied after contacting us, you have the right to lodge a complaint with the Information Commissioner's Office.

Information Commissioner's Office

Wycliffe House, Water Lane,

Wilmslow,

Cheshire SK9 5AF

Telephone: 0303 123 1113

Website: [ICO website](https://ico.org.uk)

14. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in legislation, our business activities or the way we process personal information.

The latest version will always be published on our website.

Where appropriate, we may also notify individuals of significant changes.

Document Control

Document Title	Privacy Policy
Document Owner	Head of Operations
Approved By	Operations Director
Version	2.0
Effective Date	04/08/2026
Review frequency	Annual
Next review	August 2027
Version history: 1.0 - Initial Privacy Policy 2.0 - Comprehensive review and update to reflect current business activities, GDPR compliance, suppliers, self-employed contractors, recruitment, retention periods and improved document structure.	