

SAM SHERBORNE – PRIVACY AND COMPLAINTS POLICY

Privacy Policy

Website

This privacy policy sets out how Sam Sherborne uses and protects any information that you give when you use this website.

Sam Sherborne is a registered data controller with the Information Commissioner's Office. Any concerns regarding how your data is kept can be addressed to samsherborne@hotmail.co.uk in the first instance or to the Information Commissioner's Office (<https://ico.org.uk/concerns/>).

Sam Sherborne may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 10/06/2026.

What Sam collects

If you make an enquiry from this website or call/text him, he may collect the following information:

- Name and contact information including email address and phone number
- Demographic information such as postcode
- Information relevant to understanding your needs so he can provide you with an appropriate service

What Sam does with the information he gathers

This information is processed for the following reasons: to arrange meetings, to ensure he offers you a suitable service and for internal record keeping. If you make an enquiry via this website or phone, he holds these details for one month to allow him to process your enquiry and provide you with a suitable service.

Sam deletes your information a month after it is received if he has not heard from you or is not able to provide you with a service at this time.

Sam Sherborne stores records using handwritten documents and Microsoft 365 applications. Sam communicates with clients via Outlook email (<https://www.microsoft.com/en-gb/privacy/privacystatement>) and text messages/phone calls. He does not use Artificial Intelligence in his practice. Handwritten documents are stored in a locked cabinet. Microsoft 365 documents are stored on password protected devices and/or in a locked cabinet.

Links to other websites

This website may contain links to other websites of interest. However, once you have used these links to leave this site, you should note that Sam Sherborne does not have any control

over other websites. Therefore, he cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Security

Sam is committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, suitable physical, electronic and managerial procedures are in place to safeguard and secure the information collected. Sam uses trusted software for banking (<https://www.barclays.co.uk/important-information/control-your-data/>). Client details are not uploaded to his accounting software. Further information regarding data security is available on request.

CCTV

Sam uses CCTV for legitimate interests: securing his commercial premises and ensuring tenants' and visitors' safety. Inside the building, video and audio are recorded. Externally to the building, only video is recorded. Only Sam has access to the footage, via his password protected mobile phone. The footage is stored on the recorder for 30 days before being automatically deleted.

Controlling your personal information

Sam Sherborne will not sell, distribute or release your personal information to third parties unless he has your permission, is concerned for your safety or the safety of others including children or is required by law to do so.

Sam Sherborne does not seek to identify any visitors to his website.

If you would like a copy of the information held or wish for it to be erased, please contact Sam Sherborne at Vulcan Studios, 53 Sussex Street, Sheffield S4 7YY or samsherborne@hotmail.co.uk.

If you believe that any information Sam is holding on you is incorrect, please email him with updates.

A full copy of the data protection policy is available on request.

Complaints

Sam is committed to working with you to deal with any concerns you have about your personal information. If you have any concerns about how your information is handled, you should contact Sam Sherborne at Vulcan Studios, 53 Sussex Street, Sheffield S4 7YY or samsherborne@hotmail.co.uk. Complaints will be acknowledged within 30 days. If you are not satisfied with his response, you can contact the Information Commissioner's Office (ICO) in the following ways:

- **Website:** <https://ico.org.uk/global/contact-us/>
- **Phone:** 0303 123 1113
- **Textphone:** dial 18001 followed by 0303 123 1113