



## General Data Protection Regulation Privacy Policy

Approved by the board of directors 24/5/18

Review date 24/5/19

Landmark Architectural Design Ltd understand that the use and storage of our clients' personal information is important, and we are dedicated to careful and sensible handling of data. This policy outlines our commitment to the privacy of our clients. For the purposes of EU General Data Protection Regulation 2016/679, Landmark Architectural Design Ltd are the data controllers. This means that we are responsible for, and control the processing of, the personal information you provide to us when using our services. Our employees are the data processors and will process data under the direction of the data controller and in accordance with this policy.

Data Protection Officer is Kim Collett

### Personal information which we collect

We collect personal information about you when you:

- enquire about our services both directly and through third party services
- meet with us for an introductory meeting
- use any of our services

The personal information collected may include:

- full name
- postal address
- email address
- telephone number
- names of those residing with you
- other addresses used

### Personal information provided by third parties

In some instances, we will receive information about clients, or potential clients, from third parties. We may store this information, if relevant, to help us provide our services in accordance with your requirements and to ensure that the quality of data we have is up to date and accurate. We may also obtain information about you from social media providers and from third party websites where you have left commentary or feedback about us. This data is also processed and stored in accordance with this policy.

### How we use your information

We will collect personal information:

- to contact you about the service we are providing you
- to locate details about properties and sites connected with the service with are providing you

- to be able to invoice for our services

Additionally, with your consent:

- to make applications to local planning authorities on your behalf
- to commission services from other agencies on your behalf

## Sharing your information

Landmark Architectural Design Ltd will only share your information with your explicit consent. Information shared will be the minimal amount required in order to deliver the service we are providing you. We will make it clear who we are sharing your data with and for what purposes.

## How long we will keep your personal information

Landmark Architectural Design Ltd keep your personal data for a period of 5 years to allow for queries to be answered during a period deemed reasonable for your project to be completed within. After this period, we will remove your data from our system, unless we are required by current or future law to retain your data for a longer period of time.

## Our approach to information security

Landmark Architectural Design Ltd protect your information in the following ways:

- only authorised personnel can access the information
- information is handled and stored in a secure manner
- all information containing personal data is password protected
- information is only shared with third parties with explicit consent from the client (via the client acceptance form)
- employees have defined roles and have received training on data protection

## Your rights

Under the General Data Protection Regulations each person has rights relating to their personal data as discussed below. In order to process any of the requests listed below, we may need to verify your identity for your security.

- *The right to access information we hold about you*

You can request to access any information we hold about you and ask why we have this information, who can access it and where we got it from. This request can be made at any stage and we will respond to your request within 14 days.

- *The right to correct and update the information we hold about you*

If the data we hold about you is out of date, incomplete or incorrect, you can inform us, and we will ensure that it is updated.

- *The right to have your information erased*

If you no longer want us to hold your personal data, you can request that we erase it. Unless there is a legitimate reason, under the General Data Protection Regulations, to keep it, we will erase the data.

- *The right to object to processing of your data*

You have the right to request that Landmark Architectural Design Ltd stops processing your data. Upon receiving the request, we will contact you to tell you if we are able to comply or if we have legitimate grounds to continue. If data is no longer processed, we may continue to hold your data to comply with your other rights.

- *The right to data portability*

You have the right to request that we transfer your data to another controller. We will comply with this request unless there are legitimate reasons why this cannot occur.

- *The right to complain*

You can make a complaint to us by contacting us via [kim@landmarkarchitecturaldesign.co.uk](mailto:kim@landmarkarchitecturaldesign.co.uk) or to the data protection supervisory authority – in the UK, this is the Information Commissioner's Office, at <https://ico.org.uk/>.

## **Consent**

When clients sign the client acceptance form they are consenting to the processing and storing of their personal data where consent is required (such as submitting applications on your behalf). By actively providing us with your consent, you are stating that you have read and understood this policy, and been informed as to:

- the type of personal information that will be processed
- the reasons for such processing
- how it will be used
- for how long it will be kept
- who else will have access to it
- what your rights are as a data subject

## **Contact details**

If you have any queries about this policy, need further information or wish to lodge a complaint you can use the details below to contact us.

Data Protection Officer – Kim Collett

[kim@landmarkarchitecturaldesign.co.uk](mailto:kim@landmarkarchitecturaldesign.co.uk)

## **Changes to this Privacy Policy**

In the instance that we should change this policy, our current clients will be contacted with a copy.