

Privacy and Data Policy

Introduction

This privacy policy provides information about the personal information that Colin Armstrong Architects collects, how we use this data, with whom we share the data and how long we hold the data.

Any questions regarding this privacy policy and our data protection practices should be sent by email to the Office Administrator, architects@colinarmstrong.com

How does Colin Armstrong Architects collect information?

You can visit our website without providing personal information. However, we may automatically collect IP addresses, information about your visit and how you use our website. We also monitor customer traffic patterns and site use, enabling us to improve our service. For more details, please see our cookie policy.

When you send us a website enquiry, we will collect your name, address, contact phone numbers and email address/es. When you send us details of your product or service, we may collect your name, position, company name, address, email address and contact phone numbers. When you send us your CV and portfolio, we may collect your name, address, email address and phone contact numbers.

You may also provide us with information by corresponding with us by phone and email. We may take your name, address, contact phone numbers and email address.

What type of information do we hold?

The personal information we may hold may include; your name, job title, company name, address, email address, and phone contact numbers. We may also keep limited financial information, such as bank account details and VAT registration numbers, to process invoices.

How your personal information is used

When we collect personal information from clients, potential clients and others, it will be used for the following purposes

- To maintain responsible commercial and contractual relations with you
- To understand your service and project needs
- To manage and develop our business and operations

- To meet legal and regulatory requirements
- To notify you of changes to our services
- To process a job application
- To recommend your product or service to relevant contacts.

When you voluntarily give us your personal information, we will only use it for the above purposes. We will seek your express consent if we intend to use your personal information for a purpose other than those above.

We are legally required to hold some types of information to fulfil our statutory obligations. We will keep your personal information on our systems for as long as necessary for the relevant activity. For further details, please see our Document Retention Schedule

What is the legal basis on which we process your data?

Under the GDPR, we only use this data where the law allows us to. Most commonly, we will use this data in the following circumstance:

- For the performance of our contract with you or, at your request, carry out instructions in the lead-up to entering into a contract.
- Where necessary for compliance with a legal or regulatory obligation we are subject to; and
- Our legitimate interests (as described within this Policy) and your interests and fundamental rights do not override these interests.

Legitimate interest is when a third party or we have a business or commercial reason to use your information, as long as it does not override your fundamental rights and freedoms.

We have a legitimate interest in processing your personal information for marketing and promotional purposes. We do not usually need your consent to send you promotional communications. However, we will ask for this consent separately and clearly where permission is required.

Promotional and marketing communications

We may use your personal information to send you updates (by email, text message, telephone or post) about our services and products.

You have the right to opt-out of receiving promotional communications at any time by contacting the Office Administrator architects@colinarmstrong.com

We do not share or sell personal data to third parties for promotional or marketing purposes.

Who do we share data with?

We will treat your personal information confidential and only share it in the following circumstances.

We may share personal information with the following:

- Third parties we use to help us deliver our services to you, e.g. consultants, contractors, suppliers, delivery companies, and local authorities;
- Other third parties we use to help us run our business.
- Third parties, approved by you, e.g. third-party payment providers,
- Our insurers and brokers
- Our banks

We may also share personal information with external auditors, e.g. auditors of our accounts or concerning ISO accreditation.

How long do we keep your personal information?

We will keep personal information while providing services, have an account or contract with you, or be in our employment. After that, we will keep personal information for as long as necessary to:

- Be able to respond to complaints or claims made by you on your behalf
- Show that we treated you fairly
- Keep records required by law or governing body (RIAS ARB)

We do not keep personal information for longer than necessary for this privacy policy. Different retention periods apply to different types of personal information. Further details are available in our Document Retention Schedule.

When personal information is no longer retained, we will delete it and dispose of it securely.

Your rights

You have the following rights, which you can exercise free of charge

- Access: The right to be provided with a copy of your personal information
- Rectification: The right to require us to correct any mistake in your personal information
- Not to be subject to automated individual decision-making:

And in certain circumstances

- To be forgotten: The right to require us to delete your personal information

- Restriction of processing: The right to require us to restrict the processing of your personal information
- Data portability: The right to receive the personal information you gave us in a structured, commonly used, and machine-readable format and transmit that data to a third party.
- To object: at any time to your personal information being processed for direct marketing,

Our website may sometimes contain links to other websites that offer our clients and visitors helpful information. Please note that if you follow the link to any of these websites, this privacy policy does not apply, and we do not accept responsibility for liability for their policies.

You also have the right to see and correct data that we hold about you. If your details change or any other information we hold is inaccurate or out of date, please let our Office administrator know iarchitects@colinarmstrong.com

Transferring your personal information out of the European Economic Union (EEA).

We use several cloud-based applications to pursue our business, such as Dropbox and OneDrive. As such, some personal information may be stored on servers outside the EEA. We only use applications and platforms demonstrating an approved certification mechanism under the GDPR. Where on occasion, it may be necessary to place an order with a supplier outside the EEA or the project is based outside the EEA, we will seek your express consent.

Security of personal information

Personal information is stored on a secure, onsite service and cloud-based applications (One Drive, Dropbox) and access is only permitted to staff members with login accounts to access the information. All relevant security measures have been implemented to ensure this information stays secure and all staff have been trained in data protection principles.

We provide free access to Wi-Fi in our Studios or for our visitors. It is securely configured to separate our corporate data for internet browsing. As a guest, you will be asked to log on to a secure portal that will grant you access to browse the internet only. We do not store information about your connection or the sites you visit.

Children and young people under 16.

Generally, we do not collect any personal information from children and young people under 16. On the rare occasion we may, it will be with the prior verifiable consent from their parent or legal guardian.

Use of Automated decision-making and profiling

We do not use automated decision-making and profiling.

Data Breaches and reporting

If it becomes apparent that a potential data breach has occurred, we will endeavour to report this to the ICO within 72 hours of becoming aware of the breach. This will be the case if the data breach is likely to damage a person's reputation, cause financial loss, loss of confidentiality, or significant financial or social disadvantage. We will contact you immediately if the breach is expected to result in a risk to your rights and freedoms.

Data breaches will be reported to the ICO on the breach helpline 0303 123 1113

How to complain

The GDPR give you the right to complain to the Information Commissioner, www.ico.org.uk/concerns or phone 0303 123 1113.

Changes to this Policy

This Policy was published in November 2022

We may change this Policy from time to time. When we do will inform you via our website or other means of communication, e.g. email.