

GREENWAY BARROW ARCHITECTS PRIVACY POLICY

We have created this privacy policy so you are aware of how we use your data as a client or contact of Greenway Barrow Architects Ltd.

UK GDPR Information:

For the purposes of the UK General Data Protection Regulation (UK GDPR) and UK data protection laws, the controller is Greenway Barrow Architects Ltd with company number 10471173 whose registered office address is 7 Carlton Road, Reading, Berkshire RG4 7NT.

How we collect your information:

We collect your personal data in a number of ways including directly from you during discussions including meetings and telephone conversations, when you make enquiries via the Contact Us or Submit an Enquiry sections on our website www.greenwaybarrow.co.uk, via our social media platforms or when you email us directly.

The types of information we collect:

We may collect the following types of personal data about you:

- Contact and communications information, including your contact details such as email address, telephone number and postal address and records of communications and interactions we have had with you
- Certain other information, such as pertinent medical information, which you volunteer when discussing a project brief with us
- Technical information, including anonymous data collected by the hosting server for statistical purposes, the Internet Protocol (IP) address used to connect your computer or device to the internet, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform.

How we use your personal data:

Personal data provided to us will be used for the purposes set out at the time of collection and, where relevant, in accordance with any preferences you express.

More generally, we will use your personal data for the following purposes where necessary for the performance of our appointment with you as a client or where relevant to a project you express an interest in engaging us on:

- Administration of projects including creating project drawings
- Communication with suppliers, contractors and other consultants in line with your project needs including compliance with the Construction (Design and Management) Regulations 2015
- Completion of forms when applying for statutory approvals, including but not limited to Planning Permission and Building Regulations Approval, on your behalf as required for your project
- Issuing of invoices and payment notices and to collect payments from you
- Preparation of documents appointing contractors and in connection with building contracts
- Issuing certification associated with administering building contracts

We may process your data for the purposes of analysing the use of our website and services.

Sharing your information with others:

We do not sell or share your personal data for other organisations to use other than with third parties directly involved in projects where necessary to allow us to fulfil our obligations under our engagement with clients. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We may disclose your data to our third party service providers, agents, subcontractors and other organisations for the purposes of providing services to us or directly to you on our behalf. Such third parties may include cloud service providers (such as hosting and email management), marketing agencies and administrative services.

We may transfer your personal data to a third party as part of a sale of some or all of our business and assets to any third party or as part of any business restructuring or reorganisation.

Cookies used by our service providers :

Some of our service providers use cookies and those cookies may be stored on your computer when you visit our website. A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.

Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies.

We may use Google Analytics to analyse the use of our website. Google Analytics gathers information about website use by means of cookies. The information gathered relating to our website is used to create reports about the use of our website.

You can view Google's privacy policy by following the link <https://policies.google.com/privacy?hl=en-GB&gl=uk>

Where there is a legal requirement:

We may transfer your personal data if we are under a duty to disclose or share it in order to comply with any legal obligation, such as to assist the Architects Registration Board or other public authority or criminal investigation body, to enforce or apply the terms of our engagements with clients or to protect the rights, property or safety of our visitors and clients.

We will always take steps with the aim of ensuring that your privacy rights continue to be protected.

Marketing:

You have the right to object to your data being used for marketing purposes. We will not contact you without your consent to receive email newsletters, marketing and updates. If however you would like to subscribe to our mailing list please complete your contact details.

We use MailerLite to manage our email marketing subscriber list and send emails to our subscribers. MailerLite is a third-party provider, which may collect and process your data using industry-standard technologies to help us monitor and improve our marketing. MailerLite's Privacy Policy is available at <https://www.mailerlite.com/legal/privacy-policy>.

You can unsubscribe from our marketing by clicking on the unsubscribe link provided at the end of our marketing emails.

How long do we keep your information?:

We keep your personal data only for as long as necessary for each purpose that we use it for.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your

personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In most cases, data is retained for 6 years following the completion of our engagement on a project in which you have been involved as required by the terms of our engagement.

Your rights:

Under certain circumstances by law you have the right to:

- Request access to your personal data (commonly known as a “data subject access request”). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it
- Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected
- Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below)
- Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal data for direct marketing purposes
- Request the restriction of processing of your personal data. This enables you to ask us to suspend the processing of personal data about you, for example if you want us to establish its accuracy or the reason for processing it. You can also withdraw your consent, where this is the basis for our processing your data (without affecting the lawfulness of our previous processing based on consent)
- Request the transfer of your personal data to another party.
- Request that we provide you with a copy of your personal data in a structured data file. We will provide this to you electronically in a structured, commonly used and machine readable form, such as a CSV file. However we may not provide you with a copy of your personal data if this concerns other individuals or we have another lawful reason to withhold that information.

Please note that the above rights are not absolute and we may be entitled to refuse requests where exceptions apply.

Storing your data securely:

We take the security of your personal data seriously. To prevent unauthorised access or disclosure and unlawful or unauthorised processing and accidental loss, destruction or damage, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect. For example, we have adopted internal data protection procedures and trained our staff on them with a view to preventing breaches of security.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

We take all reasonable steps to protect any personal data you submit via our website. However, we cannot guarantee the information you supply will not be intercepted while being transmitted over the internet. Accordingly, we have no responsibility or liability for the security of personal data transmitted via our website.

Information you provide to us may be transferred to and processed in countries outside the European Economic Area (EEA). By way of example, this may happen if any of our servers or those of our third party service providers are from time to time located in a country outside of the EEA. These countries may not have similar data protection laws to the UK.

If we transfer your information outside of the EEA in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this policy.

Links to other websites:

Our website may contain links to other websites. If you follow a link to any of these websites, please note that they may have their own privacy policies and we do not accept responsibility or liability for these policies. Please note that the presence of a link to another website on our website does not imply any kind of endorsement or recommendation of that site.

Legal disclaimer:

We endeavour to ensure that all the material on our website is accurate and up to date. However, errors and omissions can happen so the content is provided without any warranty or liability.

We do not warrant that use of the website will not infringe third party rights and that use of this website or materials downloaded from it will not cause computer virus infection or other damage to property.

It is a condition of use of the website and the materials in it that use is at the user's own risk. We shall not be liable for any loss or damages suffered as a result of any use of the website, including but not limited to direct loss, consequential loss and loss of profits.

Contact and complaints:

If you have any queries about this privacy policy or how we process your personal data, or if you wish to exercise any of your legal rights, you may contact:

Email: carly@greenwaybarrow.co.uk

Post: Greenway Barrow Architects Ltd, 7 Carlton Road, Reading, Berkshire, RG4 7NT

Telephone: 07917 693451

If you are not satisfied with how we are processing your personal data, you can make a complaint to the Information Commissioner. You can find out more about your rights under applicable data protection laws from the Information Commissioner's Office website: www.ico.org.uk or by calling their helpline on 0303 123 1113 or by writing to them at ICO, Wycliffe House, Water Lane, Cheshire SK9 5AF.

Changes to our Privacy Policy:

Our privacy policy may be updated from time to time so you may wish to check it each time you submit personal information to us.