

# AJ ARCHITECTS PRIVACY POLICY

## Introduction

We are committed to respecting and protecting any personal data you share with us, or that we get from partner organisations. We aim to be clear when we collect your data and about what we will do with it.

This policy describes how and why AJ Architects uses your personal information, how we protect your privacy and your choices regarding this information.

Please read the policy carefully as by providing your personal data to AJ Architects, you will be deemed to have consented to the processing of such data.

This policy is effective from 25-03-20

## How we collect information about you

We collect information in a number of ways. You may give us your information in order to:

- set up and arrange the initial consultation and subsequent meetings
- undertake property and or site information, past, present and future
- undertake work on your behalf with a number of other consultants and local authorities
- when you provide feedback or email us
- when you apply for a job at the AJ Architects
- when you otherwise communicate with us

## We may collect information when you visit our website:

We may also gather information about you from your use of our website, such as which pages are most visited and which events or facilities are of most interest.

When you use our website, we collect your personal information using cookies and other tracking methods.

Cookies are very small text files saved to your computer used to track user navigation around a website. The cookies collect information such as the number of visitors to the site, which pages they visited and whereabouts they came to the site from. This information is anonymous and cannot be used to identify you personally.

Your browser help text will contain information about how to reject cookies from our Site. Rejecting cookies from our Site will not affect your ability to experience the site although it will prevent us from tailoring the website to your interest. For further information about the cookies that we use, please visit our page – <https://a-j-architects.co.uk/cookies>

We also use Google Analytics to collect information about how our visitors use and navigate our website. We use this information to improve our website and to ensure we provide the best services for our users.

### **Third party cookies**

During your visits to the website you may be delivered cookies by third-party websites. When you visit a page with content embedded from, for example, Facebook, Twitter or Instagram, you may be presented with cookies from these websites. AJ Architects does not control the dissemination of these cookies. You should check the third-party websites for more information about these.

### **You may provide information to us indirectly:**

Your information will not be shared with third parties.

We also may receive data about you from other consultants and subcontractors acting on our behalf who provide us with technical, payment or delivery services, and from business partners.

You should check any privacy policy provided to you where you give your data to a third party.

### **We may gather information from other sources:**

#### **Social Media**

Settings or the privacy policies for social media and messaging services like Facebook, Instagram or Twitter may give us permission to access information from those services, for example when you publicly tag us in a photo.

#### **Publicly available information**

We may supplement information we retain on our customers with information from publicly available sources such as charity websites and annual reviews, corporate websites, public social media accounts, the electoral register and Companies House in order to create a broader understanding of our clients as it relates to our legitimate business interest.

What information do we collect?

We will collect personal details appropriate to the service you choose to sign up to. We collect, store and use the following kinds of personal information:

- your name
- your contact details (including postal address, telephone number, e-mail address, employer contact details, and/or social media identity)
- your bank or credit card details where you provide these to make a payment. These are stored in accordance with Payment Card Industry regulations
- if you volunteer for us or apply for a job with us, information necessary for us to process these applications and assess your suitability (which may include employment status, previous experience depending on the context, as well as any unspent criminal convictions or pending court cases you may have)
- information about your activities on our website(s) and about the device you use to access these, for instance your IP address and geographical location
- any other personal information you provide to us.

In addition to your personal data, we may also ask for your preferences so that we can send you information that is tailored to your interests.

Wherever it is practical for us to do so, we will make why we are collecting this type of information clear and what it will be used for.

## **How we use your information**

AJ Architects will use your personal information for the following purposes:

- to provide you with the services, products or information you have requested from us. This could include fulfilling contracts you have entered into with us.
- where you have given your consent, provide you with information by email which we feel may interest you.
- where we have a legitimate interest, provide you with information about our work or our activities by post.

- to telephone you if you have provided us with your telephone number and have not registered with the Telephone Preference Service.
- for customer service or administrative purposes
- to manage and promote our projects and sites
- for internal record keeping, including the management of any feedback or complaints
- contact you to respond to your queries (if you email us with a question, for example)
- to track user visits to our website and record navigation across our website and in addition to track whether our emails are opened and read
- To use IP addresses to identify your approximate location, to block disruptive use, to record website traffic or to personalise the way our information is presented to you

## **Working with other consultants**

In some cases we work with external suppliers, contractors and partners to provide certain services. All partners and suppliers will be screened to ensure they comply with legislation and where required data processing and confidentiality agreements will be in place.

## **Managing your contact preferences**

We make it easy for you to tell us how you want us to communicate, in a way that suits you.

## **How we may contact you**

### **By email and post**

We will contact you by email and/or post if you have given us your email and postal addresses and we are contacting you to provide the services you have requested.

If you enter your contact details into one of our online forms, we may use this information to contact you, even if you don't click submit on the form, but we will only do this to see if we can help with any problems you might be experiencing with the form or with our website.

### **By telephone**

If you haven't supplied us with your telephone number, before telephoning you (unless it is in connection with the service we are delivering to you) we will check with the Telephone Preference Service.

### **Business to business communications**

If we are communicating to you on a business to business basis we will contact you by post or email, unless you have let us know that you would prefer us not to do so

#### **How we keep your information safe**

We will either store your data on our own servers or in the Cloud.

We may on occasion need to use the services of a supplier outside the European Economic Area (EEA) for this purpose, however we will ensure that your information is held in compliance with the General Data Protection Regulations. We ensure that there are appropriate technical and organisational controls (including physical, electronic and managerial measures) in place to protect your personal details.

### **How long we keep your information for**

We keep your personal information for as long as required to deliver the service we are providing or for archival purposes and in accordance with legal requirements and tax and accounting rules. If you have not engaged with us for a period of three years and we do not need to keep your personal data for archival, legal or business reasons, we will delete or suppress your personal information. Where your information is no longer required, we will dispose of it securely.

If you have told us that you do not want to hear from us at all or by a particular channel, we will hold the minimum amount of your personal data on a suppression list to ensure we comply with your request.

### **Sharing your information with other organisations**

We will never sell or rent your information to third parties for marketing purposes. However, we may disclose your information to third parties in connection with the other purposes set out in this policy. These third parties may include:

- business partners, consultants, suppliers and sub-contractors who may process information on our behalf;
- analytics and search engine providers;
- IT service providers.

Where we are under a legal or regulatory duty to do so, we may disclose your details to the police, regulatory bodies or legal advisors, and/or, where we consider this necessary, to protect the rights, property or safety of AJ Architects, its personnel, visitors, users or others.

## **Other websites**

Our website may contain links to other websites which are outside our control and are not covered by this privacy notice. If you access other sites using the links provided, the operators of these sites may collect information from you which will be used by them in accordance with their privacy policy, which may differ from ours.

### **How to change or delete your data**

You have the right to ask us to amend or stop using your personal information, including for marketing purposes, at any time.

You may opt out of marketing emails, or change any of your preferences, at any time by clicking the unsubscribe link in our marketing emails or by visiting our website.

The accuracy of your information is important to us. You can edit your AJ Architects website account information, including your address and contact details at any time. If you would like to change your preferences or update the details we hold about you, please contact: [abijones@a-j-architects.co.uk](mailto:abijones@a-j-architects.co.uk)

You have a right to ask for a copy of the information we hold about you, although we may charge £10 to cover the costs involved. If there are any discrepancies in the information we provide, please let us know and we will correct them.

If you want to access your information, send a description of the information you want to see and proof of your identity by post to:

DPA

Abi Jones, AJ Architects - 8 Oakwood Close, Woolwell, Plymouth, Devon, PL6 7RP

We do not accept these requests by email so we can ensure that we only provide personal data to the right person. Enquiries will take up to 30 days to process.

If you have any questions please send these to the address above, and for further information see the Information Commissioner's guidance ([link below](#)).

## **Complaints**

If you are unhappy with any aspect of how we are using your personal information we'd like to hear about it. We appreciate the opportunity this feedback gives us to learn and improve. You also have the right to lodge a complaint about any use of your information with the [Information Commissioners Office \(link is external\)](#), the UK data protection regulator.

### **Changes to this policy**

We may change this Privacy Policy from time to time. If we make any significant changes in the way we treat your personal information we will make this clear on the AJ Architects website or by contacting you directly.

### **Contact us**

If you have any questions, comments or suggestions, please let us know by contacting us using the address above.