

This is privacy notice of DesignForLiving Architects Limited.

We respect your privacy and are determined to protect your personal data. The purpose of this privacy notice is to inform you as to how we look after your personal data when you visit our website (regardless of where you visit it from). We'll also tell you about your privacy rights and how the data protection law protects you.

What is the purpose of this privacy notice?

This privacy notice aims to give you information on how we collect and process your personal data through your use of this website, including any data you may provide through this website when you contact us via this website.

This website is not intended for children and we do not knowingly collect data relating to children.

You must read this privacy notice together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This privacy notice supplements the other notices and is not intended to override them.

Data controller

DesignForLiving Architects Limited is the controller and responsible for your personal data (collectively referred to as "COMPANY", "we", "us" or "our" in this privacy notice). Our contact details are Suite 9, Westend Courtyard, Grove Lane, Westend, Stonehouse, GL10 3SL, Tel: 01453 299388. For all data matters contact our Data Controller on 01453 299388.

Third-party links outside of our control

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements.

When you leave our website, we encourage you to read the privacy notice of every website you visit.

2. THE PERSONAL DATA WE COLLECT ABOUT YOU

Personal data, or personal information, means any information about an individual from which that person can be identified. You can find out more about personal data from the Information Commissioners Office.

As client or prospective client of DesignForLiving Architects Limited we will collect and use information about you in the performance of our services. This information includes your name, marital status, title (Identity Data) and your postal address, contact telephone numbers and email addresses (Contact Data).

We will not ask you for any other information. To understand how we use your information please see "How will your information be used?"

If you fail to provide personal data



Architects Registration Board

Regulated by the Architects Registration Board

Where we need to collect your personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with goods or services). In this case, we may have to cancel a product or service you have with us but we will notify you if this is the case at the time.

3. HOW WE COLLECT YOUR PERSONAL DATA

We use different methods to collect data from and about you including through:

- **Directly.** You may give us your Identity and Contact Data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:
- Apply for our products or services;
- Contact us via our website;

4. HOW WE USE YOUR PERSONAL DATA

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- **Performance of Contract** where our use of your information **is necessary for us to perform the contract or contracts we have with you**. These contracts include our Conditions of Appointment and any other agreements we enter into with you from time to time;
- **Legitimate Interest** this means the interest of our business in conducting and managing our business to enable us to give you the best service/product and the most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). You can obtain further information about how we assess our legitimate interests against any potential impact on you in respect of specific activities by contacting our Data Controller.
- **Comply with a legal or regulatory obligation** where we believe it is **necessary to use your information to comply with a legal obligation** to which we are subject and, where we have your **consent**, we will rely on your consent to use your information to obtain quotations from other consultants in connection with the performance of our services to you.

We have set out below, in a table format, a description of all the ways we plan to use your personal data, with the legal bases we rely on to do so.

Purpose/Activity	Type of data	Lawful basis for processing
------------------	--------------	-----------------------------



Architects Registration Board

Regulated by the Architects Registration Board

		including basis of legitimate interest
To register you as a new customer	(a) Identity (b) Contact	Performance of a contract with you
Liaising with third parties	(a) Identity (b) Contact	Performance of a contract with you

Third-party marketing

We will get your express opt-in consent before we share your personal data with any company outside the COMPANY for the purpose of providing you with quotations from third parties in connection with the performance of our contracted services with you.

Cookies

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly.

Change of purpose

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please our Data Controller.

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

5. WHO WE SHARE YOUR PERSONAL DATA WITH

We may have to share your personal data with the parties set out below for the purposes set out in the table in paragraph 4 above.

- other organisations and service providers that we work with or partner with from time to time including, for example, other consultants or suppliers in order for them to provide you with services and/or quotations for the supply of goods or services in connection with your building work;
- our professional advisors;
- any law enforcement agency, court, regulator, government authority or other third party where we believe this is necessary to comply with legal or regulatory obligation, or otherwise to protect our rights or the rights of any third party;
- third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with



them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

6. INTERNATIONAL TRANSFERS

Your information will not be transferred outside the EU.

7. DATA SECURITY

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

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.

8. DATA RETENTION

We will keep your information for as long as it is necessary to complete the services for which we are contracted to provide.

As a general rule we will keep the information you provide when you enter into a contract with us, together with any updates you make to that information, for the duration of the contract.

Thereafter we will keep your information on file for a minimum period of 6 years following the completion of our services or the practical completion of any building works related to the services provided, whichever is the longer period.

Your information will be kept and securely stored until the expiry of the minimum time given above after which we will ensure that it is no longer retained.

In some circumstances you can ask us to delete your data: see **Your legal rights** below for further information.

9. YOUR LEGAL RIGHTS

Unless subject to an exemption under the data protection laws, you have the following rights with respect to your personal data:

- The right to request a copy of the personal data which we hold about you;



Architects Registration Board

Regulated by the Architects Registration Board

- The right to request that we correct any personal data if it is found to be inaccurate or out of date;
- The right to request that we correct any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary to retain such data;
- The right to withdraw your consent to the processing at any time, where consent was the lawful basis for processing your data;
- The right to request that we provide you with your personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), where applicable, i.e. where our processing is based on consent or is necessary for the performance of our contract with you or where we process your data by automated means);
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to our processing of personal data, where applicable i.e. where processing is based on our legitimate interests (or in performance of a task in the public interest/exercise of official authority); direct marketing or processing for the purposes of scientific/historical research and statistics).

If you wish to exercise any of the rights set out above, please contact our Data Controller.

No fee required – with some exceptions

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable admin fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

10. CHANGES TO THIS NOTICE AND YOUR DUTY TO INFORM US OF CHANGES



Architects Registration Board

Regulated by the Architects Registration Board

THIS VERSION WAS LAST UPDATED ON 30 MAY 2018 AND HISTORIC VERSIONS CAN BE OBTAINED BY CONTACTING US.

FROM 25 MAY 2018 THERE WILL BE CHANGES IN DATA PROTECTION LAWS AND WE WILL THEN BE ABLE TO RESPOND TO SOME OF YOUR REQUESTS (FOR EXAMPLE, A REQUEST FOR THE TRANSFER OF YOUR PERSONAL DATA). WE ARE STILL WORKING TOWARDS GETTING OUR SYSTEMS READY FOR SOME OF THESE CHANGES.

Please keep us informed if your personal data changes during your relationship with us. It is important that the personal data we hold about you is accurate and current.

11. QUERIES, REQUESTS OR CONCERNS

To exercise all relevant rights, queries or complaints in relation to this policy or any other data protection matter between you and us, please in the first instance contact our Data Controller on 01453 299388.

If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the Information Commissioners Office on 03031231113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England, UK.

