



Architecture & Landscape

DATA PROTECTION AND PRIVACY POLICY

Introduction

This policy relates to Austin Design Works' (ADW) use of the information you supply to us. We are committed to ensuring that any data entrusted to us is held securely and responsibly and held with your permission.

This policy relates to personal information we collect from you in relation to your project or the services you provide to us and how we subsequently store and use it.

What information do we collect and how?

We collect:

- Information you provide to us when making an initial enquiry to procure our services. E.g. your name, property address, telephone number and nature of services required
- Information you provide when entering into a contract with us to undertake work for you e.g. name, billing email, property address and home address (where different)
- Information from our website regarding traffic - numbers and demographic of site users
- Information about services in relation to the practice. E.g. suppliers, contractors, CPD events

How do we use your information?

- To provide you with the services you require as part of your contract
- To issue your invoices
- To engage and share information with you regarding an ongoing project
- To gather basic statistics about users of our website so we can understand our audience and improve our services
- To invite you to any occasional practice event or end of project celebration
- To plan our work programme and use resources
- To allow us to maintain any statutory record to fulfil our legal obligations and pay our taxes
- To allow us to request/arrange photography or testimonial at the end of a completed project

How is information held?

We hold our digital data on a secure network which is regularly backed up. Every member of staff has a password protected PC and change their passwords regularly to minimise any compromise. Information supplied to us in paper form is usually scanned and held digitally. Paper-based information is held in folders placed in lockable filing cabinets.

Who do we share our data with?

We do not sell or actively share the data you supply to us. We do not use it for direct marketing. We may forward your contact details to parties associated with your project e.g. contractors, consultants, local planning authority in order to progress your project. This might include arranging a survey on your behalf or submitting a planning application. We will usually do this in consultation with you and at your request.

Legal basis for processing

The legal basis for the processing of your data relates to the information provided and the context in which it was collected. We will only use your information where we have your consent to do so or need to perform a service for you.

Managing your information

You can ask for your data to be updated, corrected or deleted at any time by contacting us.

Deletion of data at your request will be carried out on the understanding that removal may affect our ability to progress a current project. Please note we cannot delete address information that is attached to invoices as this must be held for tax purposes.

For these types of request please email us at: info@austindw.co.uk or telephone us on: 01453 836393.

If you have any queries about how we hold or use your data, please just ask.

How long do we keep your information?

We only hold your personal information for as long as we need it for the purposes it was collected. In order that we can support your future communication with use, some contact data may be held for short period after your last interaction. We undertake an annual audit of client data and closed projects and will delete personal data that is no longer required in relation to a project.

As architects we hold other information, such as drawings and specifications for longer. After 6 years these are scanned and archived.

Updates to this policy

We may need to update this policy occasionally. The most current amendment date will be always be displayed on the document and a current copy held on our website.