

CCA Ltd PRIVACY POLICY

Oct 2023

1. Chantrey Conservation Architects Ltd Privacy Policy

1.1. Introduction

The Data Protection Act and the General Data Protection Regulations govern the way organisations protect and process data. This policy sets out why we need to share some of your personal data with others to carry out our architectural services and who we will share this information with and how long we will keep this information.

We will use your data fairly, lawfully and transparently and in a way that is adequate, relevant and limited to only what is necessary for the company to carry out its work for you.

1.2. Contact details

Name: Chantrey Conservation Architects Ltd
Address: The Studio, St Omer, The Street, Draycott, Somerset. BS27 3TH
Phone Number: 07856 828406
Web: www.ccarch.co.uk
E-mail: office@ccarch.co.uk

1.3. The type of information we collect

We currently collect and process the following information:

- Personal identifiers including names and contact details, email addresses, telephone numbers and postcodes.
- Information about your building in the form of photographs, drawings and reports. This can include details about how you wish to change the building as well as drawings and reports prepared by others for you and shared with us.
- Financial information in relation to your building contract or any grant funding.
- Online identifier – This includes IP addresses and cookie identifiers.
- Location data.

1.4. How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you to enable us to carry out our work for you. We will never sell your information to third parties.

We do not share this information with any other organisation except whilst carrying out work for you. For example, data will be shared in documents for issue to contractors who may in turn share this with their sub-contractors and suppliers.

Data will also be shared as part of submitting Planning, Listed Building Consent, Faculty and Building Regulation applications. The majority of this information will then become publicly available.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- Your consent. You are able to remove your consent at any time.
- We have a contractual obligation.
- We have a legal obligation.

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1.5. How we store your personal information

Your information is securely stored.

We keep personal information for a minimum period of 12 years as required by our Professional Indemnity Insurance but we will keep your data for no longer than is necessary.

We will then dispose of written information confidentially or by deleting digital records.

1.6. Your data protection rights

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.
- You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.
- Please contact us at office@ccarch.co.uk if you wish to make a request.

1.7. How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at the address provided at the start of this document.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>