



GDPR POLICY & PRIVACY STATEMENT

Introduction

The Design Buro is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using our services and website, then you can be assured that it will only be used in accordance with this privacy statement. This privacy policy sets out how The Design Buro uses and protects any personal data that you share with us, including how we collect, process, protect, share and store that data. We may collect the following information in order to maintain contact and communication with you during the course of a potential or new project.

- Name and job title
- Contact information including email address & financial details for payment.
- Any other information relevant to your project, which may impact, on the design or later construction of the project.

Sharing Information

We will keep the information about you confidential and we will not disclose your information with other third parties unless we have a regulatory or legal reason to do so.

Retention & Security

We keep personal information in line with our retention policy and for no longer than reasonably necessary. Retention periods are in line with the length of time we need to keep your personal information in order to manage and administer your project and satisfy the retention period specified by our Professional Indemnity Insurers. Retention periods also take into account our need to meet any legal, statutory and regulatory obligations.

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Subject Access Requests

The General Data Protection Regulation (GDPR) grants you (hereinafter referred to as the "data subject") the right to access particular personal data that we hold about you. This is referred to as a subject access request. We shall respond promptly, and certainly within one month from the point of receiving the request and all necessary information from you. Our formal response shall include details of the personal data we hold about you, including the following:

- Sources from which we acquired the information;
- The purposes for processing the information; and
- Persons or entities with whom we are sharing the information.



Right to Rectification

You, the data subject, shall have the right to obtain from us, without undue delay, the rectification of inaccurate personal data we hold concerning you. Taking into account the purposes of the processing, you, the data subject, shall have the right to have incomplete personal data completed, including by means of providing a supplementary statement.

Right to Erasure

You, the data subject, shall have the right to obtain from us the erasure of personal data concerning you without undue delay

Right to restriction of processing
Subject to exemptions, you, the data subject, shall have the right to obtain from us restriction of processing where one of the following applies:

- a) The accuracy of the personal data is contested by you, the data subject, and is restricted until the accuracy of the data has been verified;
- b) The processing is unlawful and you, the data subject, oppose the erasure of the personal data and instead request the restriction on its use;
- c) We no longer need the personal data for the purposes of processing, but it is required by you, the data subject, for the establishment, exercise or defence of legal claims;
- d) You, the data subject, have objected to processing of your personal data pending the verification of whether there are legitimate grounds for us to override these objections.

Notification Obligation Regarding Rectification or Erasure of Personal Data or Restriction of Processing

We shall communicate any rectification or erasure of personal data or restriction of processing as described above to each recipient to whom the personal data has been disclosed, unless this proves impossible or involves disproportionate effort. We shall provide you, the data subject, with information about those recipients if you request it.

Right to data portability

You, the data subject, shall have the right to receive your personal data, which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit this data to another controller, without hindrance from us.

Right to Object

You, the data subject, shall have the right to object, on grounds relating to your particular situation, at any time to the processing of personal data concerning you, including any personal profiling; unless this relates to processing that is necessary for the performance of a task carried out in the public interest or an exercise of official authority vested in us. We shall no longer process the personal data unless we can demonstrate compelling legitimate



grounds for the processing, which override the interests, rights and freedoms of you, the data subject, or for the establishment, exercise or defence of legal claims.

Automated Processing

Please note we do not carry out any automated processing, which may lead to an automated decision based on your personal data.

Invoking your Rights

If you would like to invoke any of the above data subject rights with us, please write to us at The Design Buro, 5 Euston Place, Leamington Spa, CV32 4LN

Further Processing

If we wish to use your personal data for a new purpose, not covered by this Data Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions.

Questions and Queries

If you have any questions or queries which are not answered by this Privacy Policy, or have any potential concerns about how we may use the personal data we hold, please write to The Design Buro, 5 Euston Place, Leamington Spa, CV32 4LN

Complaints

If you have a complaint regarding the use of your personal data or sensitive information then please contact us by writing to The Design Buro, 5 Euston Place, Leamington Spa, CV32 4LN and we will do our best to help you. If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the Information Commissioners Office

Changes to our Privacy Policy

Any changes we may make to our privacy policy in the future will be posted on our website, and where appropriate, individuals will be notified by email.

Signed:

A handwritten signature in black ink that reads "K. Stokes".

Kelly Stokes, Director

Last Reviewed: April 2019