



PRIVACY NOTICE (For Clients)

How we will use your information:

You have provided your personal information to John Roberts Architects Limited (JRAL). We are committed to protecting your privacy and we are registered as a Data Controller of your personal information under Registration Number ZA258258. Personal data relates to a living individual who can be identified from that data. The processing of personal data is governed by the General Data Protection Regulation 2016/79. JRAL decides how your personal data is processed and for what purposes.

This statement tells you what to expect when we collect/hold personal information. It applies to information we collect/hold about you. If there are any changes to your personal information or circumstances, it is important you tell us so we can update your information. You can contact JRAL by:

- Email: wendy.brown@jrarchitects.co.uk
- or telephone: 01522 533441

JRAL complies with its obligations under the General Data Protection Regulation by keeping personal data up to date; by storing it securely; by not collecting or retaining excessive amounts of data; and by protecting personal data from loss, misuse, unauthorised access and disclosure by ensuring that appropriate technical measures are in place to protect personal data.

We use your personal data for the following purposes:

- To maintain our own accounts and records
- Administer, support, improve and develop our services to ensure our service to you is as good as it can be
- Recover any money owed
- Investigate a complaint
- Safeguard and maintain our property
- Processing is necessary for the performance of our contract with the you or to take steps to enter into a contract with you
- Contractual fulfilment, Compliance with the law or a legal obligation and Legitimate interests
- If you have subscribed to our online newsletter we will use your information to inform you of news, events, activities etc. If you wish to withdraw your consent for this purpose/unsubscribe to this newsletter please let us know.

We do not sell or share your information with external organisations for marketing and your information will not be transferred out of the EEA.

The only personal information we will hold is your name(s), address(es), email address(es) and telephone number(s). We will retain this information securely and it will only be used the purposes directly relevant to our contract with you. Information will be held for twelve years after the end of our business relationship. After such time all personal information we hold about you will be securely destroyed or deleted.

The information we disclose

Your personal data will be treated as strictly confidential, and will only be shared in the following circumstances:

- Information may be accessed, given to or used by staff within the Group
- Information may be given to Contractors and/or the Planning Authorities to ensure our compliance with the law and our contractual obligations.
- Information will be given to the local authority and utility companies for legitimate purposes.

We will not disclose your information to any other third party without your prior express consent.

How we safeguard your information

We maintain physical, electronic and procedural security measures to ensure that your personal information is treated responsibly and to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destructions and damage.

Your rights and your personal data

Unless subject to an exemption under the General Data Protection Regulation, you have the following rights with respect to your personal data:

- The right to request a copy of your personal data which JRAL holds about you
- The right that JRAL corrects any personal data if it is found to be inaccurate or out of date
- The right to request that your personal data is erased where it is no longer necessary for JRAL to retain such 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
- 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 lodge a complaint with the Information Commissioners Office

To report a concern: Information Commissioners Office telephone helpline is 0303 123 1113

If we wish to use your personal data for a new purpose, not covered by this 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. Where and whenever necessary, we will seek your prior consent to the new processing.

We keep our privacy notice under regular review. This privacy notice was last updated April 2018.