

# ARCH BUILDING CONSULTANCY LTD

## Data Privacy Notice

### Introduction

This Privacy Policy sets out how ARCH Building Consultancy Ltd uses and protects any personal information that you give to us when you contact us for information and/or use our services. This policy may be subject to change.

### Who we are?

ARCH Building Consultancy Ltd is the data controller. This means we decide how your personal data is collected, stored, processed and for what purposes.

### What information do we collect?

We collect the following information:

Name and contact information including home address, email address and telephone number(s).

We collect your data when you correspond with us by post, telephone or email to enquire about and/or use our services.

### How do we use personal information?

We use your personal data for the following purposes: -

- To provide information or services that you have requested;
- For administration purposes.

### What legal basis do we have for processing your personal data?

- For the performance of a contract between us or in order to take steps, at your request, prior to entering into a contract, e.g. provide a fee quotation.
- For our compliance with a legal obligation in terms of our liability for the services we provide (i.e. Section 5 of the Limitation Act 1980).

### When do we share personal data?

Your personal data will be treated confidentially and will only be shared with third parties with your consent, e.g. should you ask us to contact a structural engineer or a Local Authority for planning application purposes.

### Where do we store, process and secure personal data?

ARCH Building Consultancy Ltd complies with its obligations under GDPR by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data. We use an online accounting application - Xero Ltd - to record and monitor our invoices. Xero Ltd is GDPR compliant. We use a file hosting service - Dropbox inc - to store our data. All files stored online by Dropbox Inc are encrypted and kept in secure storage servers.

### How long do we keep your personal data for?

We are legally required to retain records concerning the provision of our services for 6 years in accordance with Section 5 of the Limitation Act 1980. After this time the job files will be destroyed.

### Your rights in relation to personal data

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

- The right to request a copy of your personal data held by us;
- The right to request that we correct any inaccurate or incomplete personal data;
- The right to be forgotten once our legal obligation is fulfilled.
- The right to lodge a complaint with the Information Commissioners Office (ICO). We would appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

### How to contact us?

If you have any questions or concerns regarding your personal data we ask that you please contact us in the first instance.

### Contact Details:

Peter Hayes, ARCH Building Consultancy Ltd., 5 Tatlingtown, Wareside, Hertfordshire. SG12 7RP.  
Telephone: 01920 486050. Mobile: 07971 207012. Email: info@arch-bc.co.uk