

Privacy Policy

1. Introduction

- 1.1. Trevor Smith Design is committed to maintaining, protecting, respecting and securing your personal information. Set out below is an explanation of how we go about doing this. This policy covers Trevor Smith Design use of personal information that we collect and use in accordance with the General Data Protection Regulation (GDPR).
- 1.2. The following policies are intended to protect your privacy and ensure that your personal information is handled in a safe and responsible manner. We encourage you to refer to this policy on an ongoing basis to stay abreast of our most current privacy policy practices. This policy is effective from 6th April 2019.
- 1.3. This document (together with our contractual terms and conditions) with you sets out how Trevor Smith Design uses personal information about our prospective, current and past customers. Trevor Smith Design is a 'data controller'.
- 1.4. Trevor Smith Design provides architectural design services to residential and commercial customers. Our collection of personal data is therefore limited to the personal information of individuals representing our customers that will enable us to manage our commercial relationship with you.
- 1.5. We will be the data controller of your personal information which you provide to us either verbally or electronically via email or via our website. This means that we are responsible for deciding how we hold and use personal information about you and that we are required to notify you of the information contained in this notice. It is important that you read this notice so that you are aware of how and why we are using such information and how we will treat it.
- 1.6. The information which you provide to us may include information about other individuals who are associated with the management and administration of your project. If you provide us with information about such individuals, it is important that you provide them with a copy of this notice prior to providing us with the information and that you provide them with any updated notices we provide from time to time.

2. Information We May Collect & Hold From You

- 2.1. When you supply any personal information to Trevor Smith Design we have a legal obligation towards you in the way we use that data. We will store your data safely and will not pass your information onto any third parties outside of Trevor Smith Design without your permission and on request we will delete all personal data stored. When using your personal information Trevor Smith Design will act in accordance with all current legislation. We may collect, store and process the following information:
- 2.2. Information relating to any enquiries you make with us concerning our Architectural Design Services either in person or electronically (which may include your name, address, email address, telephone number, company name, role or position. This information is saved on our in-house computers and servers or on our Google account (www.google.co.uk) and used on our CRM system (www.monday.com).
- 2.3. Information relating to a paid service or contract that you make with us concerning our Architectural Design Services either in person or electronically (which may include your name, address, email address, telephone number, company name, role or position. This

information is saved in a secure third party software service called Quick Books. (<https://quickbooks.intuit.com/uk/>).

- 2.4. Information that you provide when opting in to subscribe to our newsletter (first name, surname and email address only) which is saved in a secure, third party service called MailChimp. (www.mailchimp.co.uk).

3. What We Do With The Information We Collect.

- 3.1. We require your personal information to understand your needs and provide you with a level service required.
- 3.2. To communicate with you by contacting and responding to you, keeping you up to date with progress, enquiries or complaints.
- 3.3. To carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us.
- 3.4. To improve our products and services.
- 3.5. To administer your account and keep track of billing and payment information.
- 3.6. To maintain and update our internal record keeping.
- 3.7. To notify you of important business updates or changes to our service.
- 3.8. To provide you with information about other services that we offer, which are similar to those you have already purchased or enquired about.

4. Disclosure Of Your Information.

- 4.1. We may share information about you/your business with selected third parties including:
- 4.2. Suppliers, associates, sub-contractors, statutory bodies and third party designers for the delivery of any contract that we enter into with them, or you and for the purposes of providing part of the service to you as reasonably necessary in order to execute our duties under any agreed form of contract for architectural design services.
- 4.3. All third parties supply the hardware infrastructure, storage and associated services necessary for us to provide the service. By using our Architectural Design Services you consent to our third party service partners having access to your personal data in order to execute their duties for your project.

5. Security Of Your Personal Data.

- 5.1. We are committed to ensuring that your personal information is secure at all times.
- 5.2. In order to prevent unauthorised access or disclosure, we have put in place suitable physical electronic and material procedures to safeguard and secure the information we collect both online and offline. All information you provide me is stored as securely as possible.
- 5.3. We hold no hard copy information, all information is scanned and held electronically on our computer system. Any hard copy information is then destroyed by use of a shredder and disposed off.

- 5.4. All information held on our computer system is password protected either on our hard drive or held on reputable service providers secure and encrypted 'cloud' technology.
- 5.5. Telephone numbers and email addresses may also be stored on my smartphone, this is also passcode and touch ID protected and only accessible by me.

6. Third Party Websites

- 6.1. Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement.
- 6.2. You should exercise caution and look at the privacy statement applicable to the website in question.

7. Controlling Your Personal Information

- 7.1. You have a right to request a copy of the personal information that Trevor Smith Design holds about you and have any inaccuracies corrected. We reserve the right to make a nominal charge for such information requests. Any such requests should be made to Trevor Smith Design.
- 7.2. To determine the appropriate retention period for personal information, we consider the amount, nature, and sensitivity of the personal information, the potential risk of harm from unauthorised use or disclosure of your personal information, the purposes for which we process your personal information and whether we can achieve those purposes through other means, and the applicable legal requirements. As part of the regulations of the Chartered Institute of Architectural Technologists (CIAT) and Professional Indemnity Insurance, we have to keep basic information about our customers (including contact, identity, financial and transactional data) for six years after they cease being customers for tax and insurance purposes.

8. Your Rights

- 8.1. Data protection laws provide you with the following rights where we are processing your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- 8.2. You can request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.8.3. You can request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing.
- 8.4. If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us using our contact details found at the bottom of this notice.
- 8.5. We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

8.6. Any personal information we request from you will be safeguarded under the current Data Protection Act.

9. Changes To This Privacy Policy

9.1. Trevor Smith Design reserve the right to make changes to this privacy policy at any time, any amendments will be shown and posted on our website.

9.2. This policy is effective from 14th August 2019 and replaces any previous Privacy Policy.

10. Contact Us

10.1. If you have any queries, comments, questions or requests regarding this notice or you would like to exercise any of your rights set out above, you can contact us as follows:

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Trevor Smith Design

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W: www.trevorsmith.design

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