

BRIMBLE, LEA & PARTNERS

Wessex House, High Street, Gillingham, Dorset SP8 4AG
Tel: 01747 823232 Email: blp@brimblelea.com

PRIVACY POLICY

Introduction

This Privacy Policy explains how Brimble, Lea & Partners protects and manages any personal data that you provide to us - which can include names, postal addresses email addresses and contact numbers – and how we collect, process, protect and share such personal data in accordance with the General Data Protection Regulation (GDPR).

How we obtain your personal data

Information provided by you

We ask for certain personal data for the following reasons:

- We require personal data so that we can setup a client account, correspond with you and invoice for professional fees.
- Councils and Government agencies require certain personal data on forms that we complete on your behalf for permission, consent and approval under the planning and building regulations regimes. The GDPR then sets out how Councils and Government agencies process, protect and share personal data.

Information we get from other sources

We do not obtain personal information or data about you from any third parties to carry out architectural and planning services.

We automatically collect statistical data about usage patterns of our website although this information does not relate to you as an individual and is collected solely to understand areas of interest on our website with a view to improving webpages about our services.

Occasionally, individuals and firms may provide us with personal information to make contact with you about a particular project and we will assume that any companies have done so in accordance with data regulations. We will use any such data to make initial contact with you and our Privacy Policy will then be engaged should you provide us with an instruction for our professional services.

Sharing information

We will keep your personal data confidential and will not sell, share, rent or otherwise disclose your information to anyone other than Councils and other bodies who administer consenting regimes without your express consent, with the exception of the following categories of third parties:

- Insurance companies, loss assessors, regulatory authorities and other fraud prevention agencies for the purposes of fraud prevention and to comply with any legal and regulatory issues and disclosures;
- Any legal or crime prevention agencies and/or to satisfy any regulatory request if we have a duty to do so or if the law allows us to do so.

We do not send out any unsolicited emails to market our services and do not share information outside the European Economic Area (EEA).

Sometimes, your project may require other consultancy or professional input who will charge for their services. We regularly refer clients to outside consultants but will only share your personal data with

prior agreement and will only do so for the sole purpose of invoicing and client correspondence. Any firms providing professional services will have their own GDPR-compliant policies regarding your personal data.

Security of Information

Personal data is held on our company server which has restricted access and is in a secure environment. Staff can access the company server remotely through a secure connection and access to emails on mobile devices is password protected.

Only employees who need to access this information for the purposes of contact are permitted to use personal information. Any access to, or disclosure of, personal information for purposes other than the uses stated in this Policy will be subject to disciplinary action.

Data subject rights

The GDPR grants you (hereinafter referred to as the “data subject”), the right to access personal data that we hold about you. This is referred to as a subject access request. We shall respond promptly and no later than one month from the point of receiving the request and all necessary information from you, including the following information:

- Sources from which we acquired the information;
- The purposes for processing the information; and
- Persons and entities with whom we have shared 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 delay. We will, however, be required to retain details of the project for the purposes of professional conduct and indemnity.

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:

- 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;
- The processing is unlawful and you, as the data subject, oppose the erasure of the personal data and instead request the restriction in its use;
- 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;
- 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

We shall communicate any rectification or erasure of personal data or restriction of processing as described above to each recipient to whom 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. We shall no longer process 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.

Right respect of automated processing

We do not carry out any automated processing which lead to an automated decision based wholly or partly 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 the Data Protection Officer at Brimble, Lea & Partners, Wessex House, High Street, Gillingham, Dorset, SP8 4AG or email blp@brimblelea.com

Accuracy of information

In order to provide the highest level of customer service possible, we need to keep accurate personal data about you. We take reasonable steps to ensure the accuracy of any personal data or sensitive information we obtain. We ensure that the source of any personal data or sensitive information is clear and we carefully consider any challenges to the accuracy of the information. We also consider when it is necessary to update the information, such as name or address changes and you can help by informing us of these changes when they occur.

Important information

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 Data Protection Officer at Brimble, Lea & Partners, Wessex House, High Street, Gillingham, Dorset, SP8 4AG or email blp@brimblelea.com

Policy changes

This Privacy Policy is regularly reviewed to make sure that we continue to meet the highest standards and to protect your privacy. We reserve the right, at all times, to update, modify or amend this Policy in light of any legislative changes or in line with best practice.

We recommend that you review our current Privacy Policy, which can be made available in numerous formats, from time-to-time to ensure you are aware of any changes we may have made. Rest assured, however, that we will not make any significant changes to how we use information that you have already given to us without your agreement.

If you have a complaint

If you have a complaint regarding the use of your personal data or sensitive information, please contact us by writing to the Data Protection Officer at Brimble, Lea & Partners, Wessex House, High Street, Gillingham, Dorset, SP8 4AG or sending an email to blp@brimblelea.com and we will do our best to help you.

If we cannot resolve a complaint to your satisfaction and you wish to escalate the matter, you can make a formal complaint about our conduct to the Information Commissioner's Office (ICO). You also have the right to judicial remedy against a legally-binding decision of the ICO where you consider that your rights under the GDPR have been infringed as a result of our processing of your data. You have the right to appoint a third party to lodge the complaint on your behalf and exercise your right to seek compensation.