

# CLARIDGEARCHITECTS

## PRIVACY POLICY

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Last Updated: 23 May 2018

Effective Date: 24 May 2018

### Recent Changes to Our Privacy Policy

The privacy and security of your information is very important to us. We have made material changes to the Privacy Policy that apply with respect to information that you provide on or after the date indicated in the "Last Update" legend above. These changes include:

(1) Detailed information regarding what personal data and other information we collect from you when you visit our website, how we collect it, how it is used, the conditions under which we may disclose it to others and how we keep it secure in accordance with the General Data Protection Regulations 2018 ("GDPR").

(2) Further descriptions of the parties with whom and for what purposes your data is shared.

To learn more, please review the Privacy Policy below.

We are responsible for deciding how we hold and use personal information about you and are required and are therefore a Data Controller registered with the UK Information Commissioners Office ("ICO") and you may register a complaint with the ICO in the event of our non compliance with UK Data Protection law. We are also required to notify you of the information contained in this Privacy Policy.

### HOW DO WE COLLECT YOUR INFORMATION?

We use the personal information we collect from, for example, emails, online identifiers and calls to provide and improve our services, contact you about our projects, provide you with personalised advertising and marketing, discuss job opportunities here and detect, prevent, mitigate and investigate fraudulent or illegal activities. We process personal data to enable us to perform any contract with you. We obtain information about you when you use our website, for example, when you submit a CV.

### WHAT TYPE OF INFORMATION IS COLLECTED FROM YOU?

The personal information we collect might include your name, address, email address, IP address, employment history, home address and information regarding what pages are accessed and when.

### Use of Cookies

Like many other websites, we uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using our website. For more information, please see [www.cookies.org/howtocontrolcookies/](http://www.cookies.org/howtocontrolcookies/) or on the ICO website

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([www.ico.org.uk/forthepublic/online/cookies/](http://www.ico.org.uk/forthepublic/online/cookies/)).

## **Google Analytics**

These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site.

The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.

For more information on Google Analytics's privacy policy visit here –

<http://www.google.com/analytics/learn/privacy.html>

## **HOW IS YOUR INFORMATION USED?**

We hold your information in electronic data form and, for example, may use your information to:

- Progress a request you have raised and send you information directly related to this;
- Carry out our obligations arising from any contracts entered into by you and us;
- Seek your views or comments on the services we provide;
- Notify you of changes to our services;
- Send you communications which you have requested and that may be of interest to you. For example, to make sure we do not bother you with irrelevant emails, we retain your communications preferences on a database that has tools for bulk emailing
- Process a job application.

## **Keeping your information**

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. Otherwise, we will only hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us or unless you ask us to remove it. To determine the appropriate retention period, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm of unauthorised use or disclosure of your personal data, the purposes for which we control or process your information and whether we can achieve these purposes through any other means.

## **WHO HAS ACCESS TO YOUR INFORMATION?**

We will not sell or rent your information to third parties nor share it with third parties for marketing purposes.

We may pass your information to our third party service providers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example our IT company).

However, when we use third parties, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. We will not release your information to third parties for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

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We may transfer your personal information to a third party as part of a sale of some or all of our business and assets to any third party or as part of any business restructuring or reorganisation, or if we're under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our supporters and customers. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

## **Your choices**

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us about our services, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information. We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted.

## **How you can access and update your information**

The accuracy of your information is important to us. You have the right to request a copy of the information we hold about you so that you can ensure it's accuracy. You can also contact us to remove your consent, update or erase your personal data at any time.

## **Security precautions in place to protect the loss, misuse or alteration of your information:**

When you give us personal information, we take steps to ensure that it is treated securely. This includes:

- using strong passwords for information held within computer systems;
- restricting access to computer and paper-based files;
- using password protection on laptops and PCs that contain or access personal information;
- using password protection or secure cloud systems;
- providing adequate virus-protection and firewall software to secure computer-based systems.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

## **Data Breach Notification**

Were a data breach to occur, action shall be taken to minimise the harm. We will inform you where we believe your personal information has been compromised. Where necessary, the Information Commissioner's Office would be notified.

If you contact us to say that you feel that there has been a breach by us, we will ask you to provide

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an outline of your concerns. If the initial contact is by telephone, we will ask you to follow this up with an email or a letter detailing your concern. The concern will then be investigated fully and a response made to you. Breach matters will be subject to a full investigation, records will be kept and all those involved notified of the outcome.

## **Links to other websites**

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

## **16 or Under**

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

## **Transferring your information outside of Europe**

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy. If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

## **Review of this Policy**

We keep this Policy under regular review. By using this website, You agree to be bound by the terms of this Policy and this was last updated in May 2018.

If you have any questions or comments about our Privacy Policy, please contact us by email at [privacy.policy@claridgearchitects.com](mailto:privacy.policy@claridgearchitects.com) or by mail at:

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