



Design and Planning Works Ltd – Privacy Notice

Design and Planning Works Ltd trading as The Planning Works.

Introduction: This privacy notice is for visitors to our website and other digital platforms. It sets out how we use personal data that we hold about you and gives information on how to exercise your legal rights.

Personal data can include:

- Information about your devices, such as IP address
- How you browse our website

Design and Planning Works Ltd – Privacy Policy

Our Privacy Policy: Design and Planning Works Ltd is committed to maintaining the trust and confidence of visitors to our website. In particular we want you to know that we do not pass on your data to third parties for marketing purposes.

How do we collect personal data from you? We obtain personal data from you when you contact us about our services or submit information directly via our Contact forms.

Website cookies: Design and Planning Works Ltd website uses cookies to improve the users experience. As required by legislation, this website uses a cookie control system, allowing the user to give explicit permission to allow or deny the use of/saving of cookies on their computer/mobile device. Cookies are small files saved to the user's computer/mobile device that track, save and store information about the user's interactions with our website; this information allows us to provide users with a tailored experience whilst visiting our website.

Google analytics: Design and Planning Works Ltd website uses a third-party service called Google Analytics, which collects standard internet log information and details of visitor behaviour patterns; this allows us to find out the number of visitors to the various sections of our website. The information collected via Google Analytics is processed in a way that does not identify anyone.

Types of data we collect: The personal information we collect might include your name, address, email address, IP address, telephone numbers and information regarding what website pages are accessed and when. We do not collect any special categories of personal data about you, this includes details about your race, ethnicity, religious or philosophical beliefs, political opinions, trade union membership, nor do we collect any information about criminal convictions and offences.

Sometimes we need to collect personal data by law, or under the terms of the contract we have with you. If you fail to provide that data when we request it, we may not be able to perform the contract we have or are trying to enter into with you (for example to provide you with design services) In this case, we may have to cancel the service with you but we will notify you if this is the case at the time.

How is your information used? We may use your information:

- To ensure that the content on the site is presented in the most efficient way for you and the computer that you are using.



- To provide you with information relating to our website, our services that you request from us.
- To meet our obligations arising from any contracts entered into by you and us.
- To send you communications which you have requested.
- To administer this website.

Sharing your data: Your privacy is very important to us and we confirm that we will never release your personal details to any third party for their mailing or marketing purposes.

Third Parties and Service Providers working on our behalf: 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. However, when we use third party service providers, 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. Please be reassured that we will not release your information to third parties beyond Design and Planning Works Ltd for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to release information to a third party by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

Data security and access to your personal information: The accuracy of your information is important to us. If you change email address, or any of the other information we hold is inaccurate or out of date, please email: office@theplanningworks.co.uk You have the right to ask for a copy of the information that Design and Planning Works Ltd holds about you.

How long do we keep your personal data for? We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purpose of satisfying any legal, accounting or reporting requirements. By law we have to keep basic information about our customers for tax purposes for six years after they cease to be a customer. The data we keep may include contact, identity, financial and transaction date. In some circumstances if you ask us to delete your data, we will do this subject to any legal obligation on us to retain it.

Request erasure of your personal data. This enables you to ask us to delete or remove your personal data 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 data where you have successfully exercised your right to object to processing (see below) where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however that we may not always be able to comply with your request, for specific legal reasons which will be notified to you, if applicable at the time of your request.

Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. In some cases, we may demonstrate that there are compelling legitimate grounds to process your information which override your rights and freedoms e.g. a requirement imposed on us by law.

Request restriction of processing of your personal data. In some cases, e.g. if there are questions over accuracy, lawfulness, the requirement to hold data or you have objected to our use of your data you may ask us to suspend the processing of your personal data.



Request the transfer of your personal data to you or to a third party. If required we will provide you or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note, this right only applies to automated information which you initially provided consent for us to use or where we use the information to perform a contract with you.

Opt out: By default, you are opted out of receiving any marketing emails from Design and Planning Works Ltd. If, however you would like to Opt-in please email office@theplanningworks.co.uk. We will not contact you for marketing purposes by email, phone or text message.

Links to other websites: Our website may contain links to other websites, plug-ins and applications run by other organisations. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. This privacy policy applies only to our website and what we do, so we encourage you to read the privacy statements on the other websites and 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, advise us and confirm that you have your parent/guardian's permission beforehand whenever you provide us with personal information.

Changes to this privacy notice and your duty to inform us of changes: We keep this Policy under regular review. This Privacy Policy is version 1 and was last updated in 2023.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

You have the right to make a complaint at any time to the Information Commissioners Office (ICO), the UK Advisory Authority for data protection issues (www.ico.org.uk). We would however appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance. Thank you.