



Privacy Policy

Date Issued: August 2023

Version 1.0

ETC Design Ltd, 2 Carriers Fold, Church Road, Wombourne, West Midlands. WV5 9DH
Tel: 01902 898282
Email: leigh.holt@etcarchitects.co.uk
Company Registration Number: 3594455
ICO Number: ZB552032
VAT Registration: 714 9122 48

INTRODUCTION

ETC Design Ltd takes UK data protection seriously. The use of the internet pages of the ETC Design Limited website requires some personal data. However, we are aware that potential client(s) would like to request more information from us regarding our services. So therefore, they will complete our 'Contact Us' form online which consists of Name, Email, and message.

Personal data processing shall always be in line with the UK General Data Protection Regulation (UK GDPR), and in accordance with the UK specific legislation applicable to ETC Design Ltd. This UK Privacy Notice will cover the areas as to why we collect and process personal data and data subjects' rights relating to the collection and processing of personal data.

What type of information we have?

ETC Design Ltd provides architectural service(s) to private clients, local authorities, housing associations, corporate organisation which includes designers and contractors. The information that we have is received directly from the designated person(s) within the company/ organisation as they have a genuine interest in our services.

The website contact form will request the Name, Email, and a brief description as to what service they are searching for. The online form allows clients to contact us outside of working hours therefore a member of staff will contact the person within the next working day.

Once we have made contact then we would require further information:

- Company name
- Company address
- Company telephone number
- Named Contact
- Email address
- Information pertaining to the project which may include new location details and financial information.

Once ETC Design Ltd have established the scope of the services required then RIBA Plan of Works will be implemented throughout.

Click on link for more information <https://www.architecture.com/knowledge-and-resources/resources-landing-page/riba-plan-of-work>

ETC Design Ltd will comply with the UK GDPR as it states that any data, we hold about you may be:

- Used lawfully, fairly in a transparent way.
- Collected only for valid purposes so that we can clearly explained to you, and we have not used it in any other way.
- Relevant to the purposes we have told you about and is limited to those purposes.

- Accurate and kept up to date.
- Kept as long as the UK legislation requires us to.
- Kept securely.

How we get the information and why do we have it

ETC Design Ltd receive information from several avenues because we promote the services on the following platforms:

- Website
- Social media platform Twitter
- Instagram
- LinkedIn
- Pinterest
- Editorials
- Construction directories

ETC Design Ltd creates a public awareness so that we can be found for the right architectural purposes.

Once we have engaged with the potential client(s) we will require the information directly which allows us to discuss how we can assist with the project. We would require an in-person meeting or/and online meetings with the Project Leader / Private client as we start to plan the details of the project. The details will allow us to provide an effective service, on time and within budget in some cases.

Lawful Basis

ETC Design Ltd understands the following:

- Our responsibility to protect the individual's and the company's interest.
- We have a legitimate reason to contact the person(s)/ company enquiring.
- We are not using client(s) data in ways they would deem as intrusive or could cause them or the company harm.
- We have considered whether they can 'Opt Out'.
- We can review our legitimate interest if we have made NO progress.

What do we do with the information?

The information will be used to carry out our services on time, with the relevant information, including any internal and/or external client(s) required for the project. All actions will be agreed with the client(s) and our team.

All client information remains with our internal staff, no information will be shared outside of our company's contractors unless written or verbal consent has been provided by the client.

ETC Design Ltd 's staff would consist of:

- Marketing team
- Accounts team
- Administration team
- IT Support team
- Technical and Architectural team
- Management team

All would have restricted information access to suit the department that they are working in.

ETC Design Ltd.'s external contacts would consist of the following:

- HMRC
- Inland Revenue
- Accountant
- VAT Inspectors
- Debt Recovery Agencies
- Credit / Financial Agencies
- ISO 9001 External Auditor
- RIBA Chartered Practice
- Architects Registration Board
- CIAT Chartered Practice Board
- Or any other law enforcement organisation

Therefore, all or parts of your information will be made available to them if required. All clients will be notified accordingly should any issue(s) become inevitable.

COOKIES

The website uses cookies to monitor and track the performance of what clients are looking for. The cookies do not collect client information, but it does track the pages being viewed and whether you repeatedly visit the same page. Also, it can be identified as to whether the website is user friendly and highlight where we can improve overall or the specific web page.

How we store your information

ETC Design Ltd have a secure system in place to store client information whether that be electronic encrypted files in the cloud or paper documents locked away. However, we make it our duty to minimise the use of paper in the office and electronic notes are encouraged.

The personal data retention will vary due to the nature of the work carried out and to be mindful of future changes or implications that may require some or all the information regarding a specific building project.

Enquiries that we have, whereby we have a name, telephone, and email address only, we will delete the information within 12 months when they have stated they no longer wish to use our services. However, some projects may come to a stand still and then later re-emerge or we may need to reintroduce ourselves to obtain enquiries for further work. This will allow us to use the information to review any changes to the project plans.

YOUR DATA PROTECTION RIGHTS.

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

HOW TO COMPLAIN

ETC Design Ltd, 2 Carriers Fold, Church Road, Wombourne, West Midlands. WV5 9DH

Tel: 01902 898282

Email: leigh.holt@etcarchitects.co.uk

Contact: Mr L Holt

NB: We would ask that you contact us first so we can address the issue or concerns so we can resolve it swiftly.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ETC Design Ltd may change this policy from time to time. This may be necessary, if the law changes, or if we change our business in a way that affects your personal information. This Privacy Notice was last updated on 22nd August 2023.

Next review date: August 2025

Version: 1.0