

# Collins & Coward Ltd - Privacy Policy

Collins & Coward Limited collects certain personal information about people who contact us via our website, by email, post, telephone or other media. This includes clients, potential clients, and those interested in working with us.

This Privacy Policy explains how we keep and use information and how it is protected.

The Company is subject to the General Data Protection Regulations.

The Company is committed to ensuring your privacy is protected. Any information you provide will only be used in accordance with your instructions and this privacy statement.

## 1 Information we Collect

We may collect information about you if you were to:

- (i) Visit our website with an enquiry;
- (ii) Email us with an enquiry;
- (iii) Write to us about our services or with a CV;
- (iv) Meet with us;
- (v) Telephone us or use other media to contact us;
- (vi) Engage us on a project;
- (vii) Provide feedback during a consultation exercise on a project.

When you contact us, we may record your name, address, telephone number, email address which comprises your basic contact details. We hold information for a maximum of 12 years before it is deleted or destroyed. Contact data can be deleted sooner upon request.

If you are an existing client or contact of the business, we may contact you from time to time to let you know about new business opportunities that we think may be of interest to you. We will only do this if it is appropriate for you and our business. We will always make sure you have access to this privacy statement.

We are obliged to keep your data up-to-date and may contact you to confirm your current details.

You have a right to withdraw your consent to our use of your personal data. If you have any concerns about the way we handle your personal data you have the right to contact the Information Commissioner ([www.ico.org.uk](http://www.ico.org.uk)) or if you have a concern our Company has a complaints handling procedure.

## 2 Disclosure of Data to Third Parties

We will only disclose your personal data as instructed. For example, where we submit a planning application on your behalf, your details will form part of the planning application and be publicly available via the Local Planning Authority.

We may disclose information about you to any of our employees, consultants, and others engaged on a project on your behalf, insofar as it is reasonably necessary within the terms of this Privacy Statement. We may also disclose information as required by law or legal proceedings.

Any disclosure of data will accord with the General Data Protection Regulations.

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## 3 Security of Personal data

We will protect your data and have procedures in place to ensure information is secure. Only authorised personnel have access to personal data. Our IT system is protected by a third-party specialist IT consultancy. This consultancy provides protection against third-party unauthorised intrusion. We cannot guarantee data protection over the internet beyond our control.

You have a right to inspect the personal data we hold on your behalf. If you wish to do this please contact us at our office, preferably in writing or email to ensure such requests are fully audited.

## 4 Administration

We may update this Policy from time to time as necessary. The Privacy Policy will be available on our website.

If a provision of this Privacy Policy is determined by any court or other competent authority to be unlawful and /or unenforceable, the other provisions will continue in effect. If any unlawful and/or unenforceable provision would be lawful or enforceable in part, then the part that was unlawful and/or unenforceable will be deemed to be deleted and the rest of the provision will remain in effect. This Privacy Statement would be updated to reflect the outcome of any such legal decision.

If you have any questions, please contact Tony Collins at our office or via email at [tony.collins@collinscoward.co.uk](mailto:tony.collins@collinscoward.co.uk) or by telephone on 07825 633573.