

Privacy Policy

We are committed to safeguarding and preserving the privacy of our clients. This privacy policy explains how we use any personal information that we collect about you and how **Lambert Bardsley Reeve** obtains, stores and uses your personal information when you use or interact with our website, www.lambertbardsleyreeve.co.uk, or where we otherwise obtain or collect your personal information. The effective date of this Privacy Policy is 25th May 2018. Please read this Privacy Policy carefully.

How do we collect information about you?

We obtain information about you when:

- you engage us for professional services,
- when you enquire about a potential engagement with us,
- when we are engaged on a project through a third party (for example, when a contractor requests our services on your behalf),
- when you provide us with your personal details upon applying for a role within the firm, when you contact us via our website, sign up to receive our mailings or to attend one of our events.

The information collected will generally be obtained directly from you or from a third party which you have provided authority to as your agent. If we are acting as a data processor, the information may be passed to us via the data controller.

What type of information do we collect about you?

For our professional services, we collect information from you when you contact us via the site or by telephone, respond to communication such as e-mail, participate in any other site feature or via social media.

- When communicating with us we will ask you for your name, e-mail address, mailing address, phone number, or other information. You may, however, also visit our site anonymously.

For job applications, this information may include your personal contact details, date of birth, education and skills, previous employment details, interests, ethnic origin, medical conditions, marital status, and CV.

If you actively consent to receive electronic marketing material, we will hold details of your name and contact information. You can unsubscribe at any point by emailing media@lambertbardsleyreeve.co.uk, phoning or writing to us (please see the “Contact information” section below).

Why do we need to collect and use your personal data?

Our primary lawful basis for processing personal data is for the performance of our contracts with our clients and staff.

The information that we collect is essential for us to be able to carry out the agreed contract effectively. Without collecting personal data we would be unable to fulfil our legal and regulatory obligations.

We may also use this data to notify clients of any news that we feel is relevant or of particular interest.

For marketing purposes, we will only contact you electronically if you have given us consent to do so. You are entitled to unsubscribe at any point and request to be removed from our marketing database.

We may also contact you from time to time if we feel you or your organisation has a legitimate interest in knowing information about our products or services. You are entitled to unsubscribe and be removed from the marketing database at any point by emailing media@lambertbardsleyreeve.co.uk, telephoning or writing to us (please see the “Contact information” section below).

How will we use the information about you?

In general terms, and depending on which services we are engaged to deliver, as part of providing our agreed services we may use your information to:

For our business services:

- contact you by post, email or telephone
- understand your needs and how they may be met
- maintain our records in accordance with applicable legal, regulatory and corporate governance obligations and good practice, ensuring our business policies are adhered to
- complete our agreed services
- assist in the gathering of information as part of investigations by regulatory bodies or in connection with legal proceedings or requests
- for operational reasons, such as recording transactions, training and quality control, ensure the confidentiality of commercially sensitive information
- market our business (including submission to awards bodies)
- improve our services

For our applicants and staff:

- consider you for a position within the firm
- maintain our records in accordance with applicable legal, regulatory and corporate governance obligations and good practice, ensuring our business policies are adhered to
- report regulatory statistics such as diversity and gender pay gap information
- where necessary, security vetting (such as DBS / CRB checks)

Who might we share your information with?

If you are our client, in order to deliver our services to you effectively we may send your details to third parties such as those that we engage for professional or legislative services (such as surveyors, Planning authorities, Councils, suppliers, etc.).

Where third parties are involved in processing your data, we disclose only the personal information that is necessary to deliver the service.

Where it is necessary for your personal data to be forwarded to a third party we will use appropriate security measures to protect your personal data in transit.

We will not share your information for marketing purposes with other companies unless you have asked us to do so (for example in selecting fittings or furnishings for your project).

Any staff with access to your information have a duty of confidentiality under the ethical standards that this firm is required to follow.

If you are a member of staff, if there is a need to complete security vetting checks (such as DBS / CRB checks) in relation to work, we may need to pass your information on to the relevant third party for review. Third party processors are used in relation to processing staff finance (eg. bookkeeper and accountants) and legal requirements (eg. solicitor or Human Resources companies for employment contract purposes).

Transfer of your data to other countries

In the course of carrying out our engaged services, we may transfer your data to other countries, which may not have the same legal protections for your data as the UK. By providing your personal data to us, you agree to this transfer, storing and processing. We do our utmost to ensure that all reasonable steps are taken to make sure that your data is stored securely.

Unfortunately the sending of information via the internet is not totally secure and on occasion such information can be intercepted. We cannot guarantee the security of data that you choose to send us electronically, sending such information is entirely at your own risk.

Where data is being transferred outside of the European Economic Area (for example to suppliers and manufacturers), we take steps to ensure that your data is adequately protected in accordance with UK legal requirements.

How long do we keep hold of your information?

In principle, your personal data should not be held for longer than is required under the terms of our contract for services with you. However, we are subject to regulatory requirements to retain data for specified minimum periods. The RIBA recommends that all drawings, models, information, data and correspondence should be retained from initial contact with a client through to the end of the limitation period (6 or 12 years post contract/practical completion) and any limitation extension. This is to be able to respond to any legal claim or similar. We also reserve the right to retain data for longer than this where we consider it is in your interest for us to do so.

For marketing purposes, where you have consented to hear from us, if we haven't made contact within 3 years, we will remove you from our database (unless you have already asked to be removed).

For human resources purposes, where you have applied for a position within the firm, we will retain your application for a minimum of 6 months from the closure of the vacancy unless you were successful (in which case, this record will then move to your staff file). For staff, we will retain your personal data for a minimum of 6 years after your employment ceases.

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

Whilst 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 efforts to ensure its security on our systems. Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential.

Your rights

Access to your information

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please contact us using the details noted below in the "Contact information" section.

Correcting your information

We want to make sure that your personal information is accurate, complete and up-to-date and you may ask us to correct any personal information about you that you believe does not meet these standards.

Deletion of your information

You have the right to request deletion of your personal data. We will comply with this request, subject to the restrictions of our regulatory obligations and legitimate interests as noted above.

Restricting how we may use your information

In some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information about you that we hold or assessing the validity of any objection you have made to our use of your information. The right might also apply where there is no longer a basis for using your personal information but you do not want us to delete the data. Where this right is validly exercised, we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

Objecting to how we may use your information

Where we use your personal information to perform tasks carried out in the public interest then, if you object to this use and ask us to, we will stop using that personal information unless there are overriding legitimate grounds to continue.

Please contact us in any of the ways set out in the “Contact information” section below if you wish to exercise any of these rights.

Disclosing Your Information

We will not disclose your personal information to any other party other than in accordance with this Privacy Policy and in the circumstances detailed below:

- in the event that we sell any or all of our business to a buyer.
- where we are legally required by law to disclose your personal information.
- to further fraud protection and reduce the risk of fraud.

Changes to our privacy policy

If we decide to change our privacy policy, we will post those changes on our website page. Paper copies of the privacy policy may also be obtained from each of our offices on request.

Contact information

If you have any questions about our privacy policy or information we hold about you please use the following contact details:

Data Privacy Queries:	Claudia Lambert
Email address (general):	design@lambertbardsleyreeve.co.uk
Email address (marketing opt-outs):	media@lambertbardsleyreeve.co.uk
Post:	Claudia Lambert Lambert Bardsley Reeve 1 High Bungay Road Loddon Norfolk NR14 6JT
Telephone number:	01508 522952

Complaints

We seek to resolve directly all complaints about how we handle your personal information but you also have the right to lodge a complaint with the Information Commissioner’s Office at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone - 0303 123 1113 (local rate) or 01625 545 745

Website: <https://ico.org.uk/concerns>