

PRIVACY POLICY

This privacy policy describes how we collect and process your personal data during and after your working relationship with us, in accordance with the General Data Protection Regulation (GDPR) and associated data protection legislation. It is important that you read this privacy policy together with any other privacy policy or fair processing notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This privacy policy supplements the other policies and notices and is not intended to override them.

WHAT PERSONAL DATA WE COLLECT

We may collect the following information:

- name and job title
- contact information including email address
- demographic information such as post code, preferences and interests
- details of your property and land ownership
- any other information relevant to your project such as the existence of any hidden services, way-leave, easements or covenants which may impact on the design or later construction of the project.

WHAT WE DO WITH THE INFORMATION WE GATHER

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- internal record keeping.
- we may use the information to improve our services.

SHARING INFORMATION

We will keep the information about you confidential and we will only disclose your information with other third parties with your express consent with the exception of the following categories of third parties.

- insurance companies, loss assessors, regulatory authorities and other fraud prevention agencies for the purposes of fraud prevention and to comply with any regulatory issues and disclosures;
- any mailing or printing agents, contractors and consultants that provide a service to us or act as our agents on the understanding that they keep the information confidential;
- anyone to whom we may transfer our rights and duties under any agreement we have with you;
- any legal or crime prevention agencies and/or to satisfy any regulatory request if we have a duty to do so or if the law allows us to do so.

MARKETING

We do not keep personal details of any clients for marketing information and will not pass your details on to any third parties.

HOW LONG DO WE KEEP THIS INFORMATION ABOUT YOU?

We keep information in line with our retention policy. These retention periods are in line with the length of time we need to keep your personal information in order to manage and administer your project and handle any insurance claims or request for assistance made by our Professional Indemnity insurers. They may also take into account our need to meet

any legal, statutory and regulatory obligations. In all cases our need to use your personal data will be reassessed on a regular basis and information which is no longer required will be disposed of.

SECURITY

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

How we use cookies

Cookies are small text files placed on your computer when you visit our website. Cookies make our website work more efficiently as well as providing the website with information on website activity. They collect visitor information, but you can control cookies in your browser settings. We use Wix Analytics to track visitor behaviour patterns. Wix Analytics tells us about the number of visitors to our site, but it does this in a way which does not identify anyone.

This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

For more information about cookies and how to stop cookies being installed visit the following website: <http://www.allaboutcookies.org>.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

If you believe that any information we are holding on you is incorrect or incomplete, please email us as soon as possible, if@iolandafortunato.com. We will promptly correct any information found to be incorrect.

DATA SUBJECT RIGHTS

We want to ensure that you remain in control of your personal data. Part of this is making sure you understand your legal rights.

Under certain circumstances, by law you have the right to:

- **Request information** about whether we hold personal information about you, and, if so, what that information is and why we are holding/using it.
- **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information 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 information where you have exercised your right to object to processing.
- **Object to processing** of your personal information 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. You also have the right to object where we are processing your personal information for direct marketing purposes.
- **Object to automated decision-making including profiling**, that is not to be subject of any automated decision-making by us using your personal information or profiling of you.
- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.

- **Request transfer** of your personal information in an electronic and structured form to you or to another party (commonly known as a right to “data portability”). This enables you to take your data from us in an electronically useable format and to be able to transfer your data to another party in an electronically useable format.
- **Withdraw consent.** In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

Please keep in mind that there are exceptions to the rights above. We will always try to respond to your satisfaction but there may be situations where we are unable to do so.

If you wish to raise a complaint on how we have handled your personal data, please email Iolanda Fortunato, if@iolandafortunato.com, who will investigate the matter.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain directly to the Information Commissioner’s Office, the UK supervisory authority for data protection issues and whose contact details can be found at (ico.org.uk).

Important information

QUESTIONS AND QUERIES

If you have any questions or queries which are not answered by this Privacy Policy, or have any potential concerns about how we may use the personal data we hold, please email if@iolandafortunato.com

Policy changes

This Privacy Policy is regularly reviewed. This is to make sure that we continue to meet the highest standards and to protect your privacy. We reserve the right, at all times, to update, modify or amend this Policy. We suggest that you review this Privacy Policy from time to time to ensure you are aware of any changes we may have made, however, we will not significantly change how we use information you have already given to us without your prior agreement.