

# Privacy Policy

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## BACKGROUND:

Project Focused Consulting respects and values the privacy of all our clients. We understand that privacy is important and care about how personal data is used. We only use and collect personal data in compliance with rights under the law.

This privacy policy explains how we use your personal data including how it is collected, held and processed. It also provides information about your rights under the law regarding your personal data.

## 1. Information about us

Name: Project Focused Consulting LLP

A company registered in England and Wales. Registered number: OC377922

Registered address: Churchdown Chambers, Bordyke, Tunbridge, Kent, TN9 1NR

Postal address: Suite 32, 60 Churchill Square, Kings Hill, West Malling, Kent, ME19 4YU

VAT number: 142 6471 22

Email address: s.tandy@projectfocused.com

Telephone number: 01732 897777

## 2. Personal data

Personal data is defined by the General Data Protection Regulation (GDPR) (EU Regulation 2016/679) as 'any information relating to an identifiable person who can be directly or indirectly identified by reference to an identifier'. In simpler terms, personal data covers information such as name and contact details, which enables you to be identified. It can also cover less obvious information such as electronic location data, identification numbers and other online identifiers.

## 3. Rights

Under the GDPR, you have the following rights which we will always maintain:

- a) The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Part 10.
- b) The right to access the personal data we hold about you. Part 9 will tell you how to do this.
- c) The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete.
- d) The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have.
- e) The right to restrict/prevent the processing of your personal data.
- f) The right to object to us using your personal data for a particular purpose or purposes.
- g) The right to data portability. This means that you can ask us for a copy of your personal data held by us to re-use with another service or business in many cases.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 10.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

## 4. Personal data we collect

We may collect some or all of the following personal data (this may vary according to your relationship with us):

- Name;
- Gender;
- Address;
- Email address;
- Telephone number;
- Business name;
- Job title;
- Profession;
- Payment information;
- Information about your preferences and interests;

## 5. How personal data is used

Under the GDPR, we must use personal data in a way which is lawful. This is because the client has consented to the use of personal data and this data is necessary for our performance of a contract or could be used because it is in business interests to use it. Personal data may be used for the following:

- Communicating with the client including responding to calls or emails.
- Providing and managing the clients account.
- Tailoring and personalising our services for the client.
- Supplying our services to the client. Personal details are required to enter a contract.
- Providing other professionals and contractors with the client's details if needed.

With the client's permission and in compliance with the law, personal data may also be used for marketing purposes which include being contacted by email, telephone, text message or post with information about our services. Spam and unlawful marketing will not be sent. Project Focused Consulting is always working to fully protect the client's rights in compliance under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and the client will always have the opportunity to opt-out.

## 6. How long personal data is kept

Personal data is not kept for any longer than necessary considering the reasons it was first collected. The client's personal data will therefore be kept for the following periods or, if there are no fixed periods, the following factors will determine how long it will be kept for.

Details which are obtained for a built project will be kept indefinitely, however, details obtained from a project that does not go ahead can be deleted immediately at your request. If not, these details will be kept for 6 years.

## 7. Where personal data is stored or transferred

The data collected from the client may be transferred and stored outside of the European Economic Area (EEA). This data may be processed by staff operating outside of the EEA who work for us or our

suppliers. In this case, the third country's protection laws will have been approved as adequate by the European Commission or other safeguards are in place.

## 8. Sharing personal data

Project Focused Consulting may sometimes contract with appointed contractors or building professionals agreed with the client. These third-party supply services will be on the client's behalf and may include payment processing, delivery and marketing. In some cases, those third parties may require access to the client's personal data.

If any personal data is required by a third party, we will ensure that the client's personal data is handled safely, securely and in accordance with the client's rights, our obligations and the third party's obligations.

In some limited circumstances, we may be legally required to share certain personal data, if we are involved with insurers, legal proceedings, complying with legal obligations, a court order or of a government authority.

## 9. Access to personal data

If the client wants to know what personal data we have about them, they can ask for details and for a copy of it (where any such data is held). This is known as 'subject access request'.

All subject access requests should be written and sent to the email or address in part 10 under contact details. There is not normally a charge for subject access requests, however if the request is manifestly unfounded or excessive (for example, repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to the subject access request within 21 days with a complete response and a copy of the client's personal data. However, in some cases if the request is more complex, more time may be required to complete your request. This can take up to 3 months, but the client will be kept fully informed during the process.

## 10. Contact details

To contact us about anything to do with personal data and personal protection including to make a subject access request, please use the following details:

- Email address: [s.tandy@projectfocused.com](mailto:s.tandy@projectfocused.com)
- Telephone number: 01732 897777
- Postal Address: Suite 32, 60 Churchill Square, Kings Hill, West Malling, Kent, ME19 4YU

## 11. Changes to this privacy notice

We may make changes to this privacy notice and may be necessary if there are changes made to the law or if we change our business in a way which may affect your personal data protection.

Any changes will be made available on our website.

July 2018