

## **Privacy policy**

Stewart Associates take your privacy seriously and are committed to ensuring that your personal data is protected whenever we process it. Should we ask you to provide certain information that can be used to identify you when using our services and website, it will only be used for the purpose it was given and in accordance with this privacy statement.

This privacy policy sets out how Stewart Associates uses and protects any personal data that you share with us and that we hold about you, including how we collect, process, protect and share that data.

### **How we collect your personal data**

Your personal data may be collected by us in a number of ways, including:

- through our provision of services to you, your employer or the organisation you represent;
- during the course of dealings with you for or on behalf of a client;
- when you provide us with information in relation to your attendance at any hosted events;
- when you provide information to us by filling in forms on this web site;
- when you contact us, for example, to enquire about our services;
- when we collect publicly available information about you or your business (including through electronic data sources); and
- when we collect your personal data from our clients, consultants, suppliers and other advisers.

### **What personal data we collect**

We may collect the following information:

- contact information including name, telephone numbers, job title and 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:

- to provide you with information and services that you have requested.
- to carry out the agreed services with you.
- internal record keeping.
- we may use the information to improve our services.
- to comply with legal and professional obligations.

## **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.

## **Transfer of your personal data outside of the European Economic Area (EEA)**

All the data we process is held within the EEA. Should we change our policy and use a processor outside of the EEA, we will inform you and ensure that appropriate security measures are put in place to protect that data.

## **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 securely.

## **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. We have been successfully assessed against the Cyber Essentials Standard, which ensures our IT and processes are at the minimum level expected by the ICO.

## **Website cookies**

A cookie is a small file stored on your internet browser. Once you agree, the file is added, and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We do not use cookies on our website.

## Links to other websites

Our website may contain links to other websites that we feel you may be interested in. Should you use these links you will leave our site and we will have no control over any processing of your data. 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, [sandra@stewart-associates.com](mailto:sandra@stewart-associates.com) or write to us at 9 Waterside Street, Largs KA30 9LN. We will promptly correct any information found to be incorrect.

## Your rights and your personal data

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

- The right to request a copy of the personal data which we hold about you;
- The right to request that we correct any personal data if it is found to be inaccurate or out of date;
- The right to request that your personal data is erased where it is no longer necessary for us to retain such data;
- The right to withdraw your consent to the processing at any time, where consent was your lawful basis for processing the data;
- The right to request that we provide you with your personal data and where possible, to transmit that data directly to another data controller (known as the right to data portability), (where applicable, i.e. where the processing is based on consent or is necessary for the performance of a contract with the data subject and where the data controller processes the data by automated means);
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to the processing of personal data, (where applicable i.e. where processing is based on legitimate interests (or the performance of a task in the public interest/exercise of official authority); direct marketing and processing for the purposes of scientific/historical research and statistics).

## 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. The latest version of this policy can be found at [http://www.stewart-associates.com/wp-content/uploads/Privacy\\_Policy.pdf](http://www.stewart-associates.com/wp-content/uploads/Privacy_Policy.pdf)

## If you have a complaint.

If you have a complaint regarding the use of your personal data or sensitive information, then please contact us:

The Studio  
9 Waterside Street  
Largs  
Ayrshire  
KA30 9LN  
T. 01475 670033  
F. 01475 673103  
[info@stewart-associates.com](mailto:info@stewart-associates.com)

If your complaint is not resolved to your satisfaction and you wish to make a formal complaint to the Information Commissioner's Office (ICO), you can contact them on 01625 545745 or 0303 123 1113. You also have the right to judicial remedy against a legally binding decision of the ICO where you consider that your rights under this regulation have been infringed as a result of the processing of your personal data.