

Privacy Policy

The privacy of any personal information that you provide to use should remain private. To operate our services we will need to collect some personal information about you. This policy explains what we do and why we do it.

What we collect

We ask for your name, email and phone number when you make an online enquiry about the use of our services. In order to invoice for work done, we need to obtain your correspondence and billing address for our accounts. We may also acquire personal data from you in relation to your project requirements. We do not receive or buy in lists of personal data from other sources.

By providing us with your data, you warrant to us that you are over 13 years of age.

It is very important that the information we hold about you is accurate and up to date. Please let us know in writing if at any time your personal information changes.

We may also receive data from publicly available sources such as Companies House and the Electoral Register based inside the EU.

How we store the information

We take great care to keep your personal information safe. We have put in place security measures to prevent your personal data from being accidentally lost, used, altered, disclosed, or accessed without authorisation. No personal data is stored in locations other than the EEA.

What we do with the information

The primary use of the data we collect is to provide the service of Dorset Planning Consultant Limited (as a town planning consultancy). We will only use your personal data for a purpose it was collected for or a reasonably compatible purpose if necessary.

We may process your personal data without your knowledge or consent where this is required or permitted by law.

We do not undertake any automated decision making using your data, nor do we use your data for profiling or any other investigative purposes.

Retention and Destruction

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

When deciding what the correct time is to keep the data for we look at its amount, nature and sensitivity, potential risk of harm from unauthorised use or disclosure, the processing purposes, if these can be achieved by other means and legal requirements.

For tax purposes the law requires us to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they stop being customers.

In some circumstances we may anonymise your personal data for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

Your rights

Under data protection laws you have rights in relation to your personal data that include the right to request access, correction, erasure, restriction, transfer, to object to processing, to portability of data and (where the lawful ground of processing is consent) to withdraw consent.

You can see more about these rights at: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

If you wish to exercise any of the rights set out above, please email us at jo@dorsetplanning.co.uk.

If you are not happy with any aspect of how we collect and use your data, you have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We should be grateful if you would contact us first if you do have a complaint so that we can try to resolve it for you.

Updates to this policy

We may update this privacy policy from time to time, particularly as technology changes and our consultancy develops.

Dorset Planning Consultant Ltd

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