

Planancy Privacy Policy

At Planancy we are committed to protecting and respecting your privacy. This policy sets out the basis on which any Personal Data we collect will be processed by us. For the purpose of data protection legislation, the data controller is Planancy Ltd. 20 Church Street., Folkestone, Kent CT20 1SE

The Data Protection Act 2018

Planancy staff follow the 6 '*data protection principles*' contained in the Data Protection Act 2018 – to ensure that information is:

- used fairly, lawfully and transparently
- used for specified, explicit purposes
- used in a way that is adequate, relevant and limited to only what is necessary
- accurate & up to date
- not be kept for longer than is necessary
- handle in a way that ensures appropriate security, including protection against unlawful or unauthorised processing, access, loss destruction or damage

What information do we collect from you?

We will collect and process the following data about you:

Information you give us. This is information about you that you give us directly by phone, email or otherwise. Information you send to us may be stored and processed by Planancy. This will include any emails or other electronic messages and any documents, photos or other files stored on or processed through our systems or devices. Please be aware that by entering information onto these systems you are sharing that information with Planancy.

Information we collect throughout our relationship. We will collect information throughout your time with us. This may include information about location, employees, projects, working hours and other relevant information.

The type of information we collect. This may include, but is not limited to the following (and may include Special Categories of Personal Data as defined below):

- Identification information - name, title.
- Contact details - address, telephone number, mobile telephone number, email address.
- Employment related information - job title, company, business contact information, CV and employment application.
- Other data which we may notify you of from time to time.

How long do we keep hold of your information?

We only store your information for as long as is required for the purpose it was collected. Information stored generally on our IT systems, such as email history, will be deleted regularly in line with our policies.

Who might we share your information with?

Where information is shared with third parties we will only share the information required for the purpose it is being shared. This might include:

- To third parties when it is necessary for the establishment, exercise or defence of legal claims.
- If we are under a duty to disclose or share your Personal Data in order to comply with any legal obligation, or in order to enforce or apply contractual terms or other agreements; or to protect the rights, property, or safety of ourselves our customers, our regulator, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and prevention of money laundering and credit risk reduction.

Mailing

When you send us an email, we will reply either to confirm receipt or to answer your question, and we will store your communication and our reply for any future correspondence. Beyond our initial

reply, we will never use your email address to send you any unsolicited message or information, nor will we share it with or sell it to anyone else for such use.

We will meet access requests within a one month timeframe from the date of the request.

How your data is stored and kept secure?

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

Should an employee become aware of a serious breach, this will be reported within 72 hours.

Testimonials

From time to time we post customer testimonials / reviews on our website which may contain personal information. We obtain the customer's consent via email prior to posting the testimonial / review to post their name alongside the testimonial / review. If you wish to update or delete your review you can contact us at the address below.

What are your rights?

You have the following rights:

- To ask us not to process your Personal Data where it is processed on the basis of legitimate interests provided that there are no compelling reasons for that processing;
- Where processing of your Personal Data is based on consent, to withdraw that consent at any time.
- To request from us access to personal information held about you;
- To ask for the information we hold about you to be rectified if it is inaccurate or incomplete;

- To ask for data to be erased provided that the Personal Data is no longer necessary for the purposes for which it was collected, you withdraw consent (if the legal basis for processing is consent), you exercise your right to object, set out below, and there are no overriding legitimate ground for processing, the data is unlawfully processed, the data needs to be erased to comply with a legal obligation;
- To ask for the processing of that information to be restricted if the accuracy of that data is contested, the processing is unlawful, the Personal Data is no longer necessary for the purposes for which it was collected or you exercise your right to object (pending verification of whether there are legitimate grounds for processing);

What we ask of you

Keeping your information accurate and up to date. If your information changes for any reason, for example if you change your name, address, then you should inform us of the change as soon as possible so that we can ensure your information is kept accurate and up to date.

Definitions

Personal Data: Any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier, such identifiers including name, location data or online identifier.

Contact us

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to:

Hugh Quinn, Managing Director, Planancy Ltd. 20 Church Street, Folkestone, Kent CT21 1SE

or email: contactus@planancy.co.uk

or telephone: +44 (0)1303 227338