

# Robinson Escott Planning LLP Privacy Policy

This policy explains how Robinson Escott Planning LLP uses the personal information collected from you for the provision of the professional advice you request. It also describes how long that information is kept for and the limited circumstances in which we might disclose it to third parties.

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## Personal details we hold

Robinson Escott Planning LLP holds two types of personal information which allows us to manage the professional town planning service we provide;

1. Client provided information: clients' contact details including names, postal addresses, email addresses and telephone numbers.
2. Customer contact records – Records of emails and postal interactions.

## Length of time information will be held

In order to comply with the General Data Protection Regulations, your details will only be kept for the time that your file is active, as soon as a file is closed and we are no longer instructed, details will be removed from our database.

## How to access your personal data

If you wish to see full details of the information that Robinson Escott Planning LLP holds in connection with you, you will need to make a subject access request under the General Data Protection Regulations. To initiate a subject access request, email; [fiona@replanning.co.uk](mailto:fiona@replanning.co.uk) or call us on 01689 836334

## Keeping your details secure

Robinson Escott Planning LLP has a contract with ITRM (our service provider) who provide services for all our back up data and internet service. All the information we have is protected by the latest encryption technology. These systems are regularly audited by ITRM.

## Sharing personal information

Your personal information will only be shared with the following as is required by law in the case of the submission of pre-application advice requests, planning applications and planning appeals.

- Local Authorities
- The Planning Inspectorate (Bristol)

In some cases we may have to share your contact details with a third party, this would only be to other professionals who would be required to provide a specific assessment/report to support your planning application or planning appeal.

## **Robinson Escott Planning LLP Privacy Notice**

Robinson Escott Planning LLP have fully committed to adherence of the General Data Protection Regulations (GDPR) following implementation on the 25<sup>th</sup> May 2018. In relation to our collection and processing of personal data, please see the below information.

### Section 1 – Collection of Data

Robinson Escott Planning LLP will be the data controller and the contact details for the company are;

Data Protection Officer: Fiona Dalitis

Email: [fiona@replanning.co.uk](mailto:fiona@replanning.co.uk)

Collected data will be stored within secure electronic records management systems, with the system being dependant on the nature of information. Robinson Escott Planning LLP will store any correspondence from you in securely locked filing cabinets and store cupboards.

### Section 2 – Processing of Data

Personal data will be stored for the shortest time necessary in order to manage the professional service that we are providing to you. Our retention terms are quoted in our Privacy Policy.

Under the GDPR you have the following rights to request information from the company:

- Right of access to the data (Subject Access Request)
- Right for the rectification of errors
- Right to erasure of personal data (please note, this is not an absolute right)
- Right to restrict of processing or to object to processing.
- The right to portability

Processing isn't based on receiving your consent; however, we must inform you that you have the right to withdraw your consent at any time, without affecting the lawfulness of processing based on consent before its withdrawal. We would still have the right under legal powers to use your information should you be in debt financially to Robinson Escott Planning.

You have the right to lodge a complaint with a supervisory authority (in the UK that is the Information Commissioners Office)

If we are to process the personal data we hold for a purpose other than that for which it was originally collected, then we will provide you with the information on which that other purpose is prior to that further processing taking place. The extra information will include any relevant further information as referred to above including the right to object to that further processing.