

GDPR – Mark Lovell Design Engineers (MLDE) Privacy Policy

MLDE's Privacy Policy sets out how we use and protect the personal data that we hold about our Clients.

Personal data we collect

MLDE process and store the postal address, telephone number and e-mail address of their Clients only, for the reasons and professional services the Clients have contracted them for.

In particular instances MLDE may also have details of property and land ownership, any hidden services, easements, covenants which may impact upon the design and construction of the project.

What do we do with information we gather and how long we keep information about you

We hold the data of our Clients in order to provide the service for which we have been instructed.

Copies of all the documents, be it correspondence, drawings or calculations, that MLDE hold or produce during the contractual engagement are provided to their Clients during the duration of the Contract or afterwards if the need arises.

MLDE retain all the data and documents for the duration of 6 or 12 years from completion of the Contract, dependable on nature of the appointment, as we have an obligation in accordance with our professional standards to provide our Clients with Professional Indemnity Insurance.

MLDE retains and archives the project documents after the expiry of the 12 year period as the personal data associated is only the postal address and contact details, therefore low risk data, commonly already in the public domain. However, it is of Legitimate Interest to our Clients that we do retain the record of their project. The built structures age with time and those documents often become useful to our Clients in historical and practical terms, saving duplication of work and unnecessary costs of subsequent surveys in the future.

MLDE will retain copyright of any documents prepared by ourselves during the course of contractual engagement, in accordance with copyright law.

Security and sharing of data

The data is held securely and MLDE confirm that we will comply with the provisions of the Data Protection Act 1998 and GDPR when processing that data.

MLDE do not make your personal data available to any external parties for processing except for those statutory bodies for which we have a legal obligation to provide information in order to obtain legal consents and approvals, such as Planning Approval, Listed Building Consent and Building Regulations Approval. The data provided to these Authorities may be published on their websites and can be in the public domain as legally required.

MLDE may also be required to provide some of the Clients data to their Professional Indemnity Insurance company or any loss assessors, fraud prevention agencies or regulatory authorities to comply with any regulatory issues or disclosures.

MLDE shall use appropriate technical and management measures to protect against unauthorised or unlawful processing of any data we hold, as well as any accidental loss. We shall not sub-contract to third parties any processing of our Clients personal data unless the sub-contractor, such as consultants appointed by ourselves on your behalf or our printing agents, has explicitly agreed that the personal data will continue to be subject to the high level of protection that would be provided by MLDE.

Please note that we have a legal obligation to provide data in relation to any crime prevention if requested by a law enforcing body. We would do so, if required, in accordance with the law.

MLDE will answer any of your enquiries in relation to our compliance with GDPR.

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

MLDE do not transfer their Clients personal data outside of the EEA.

MLDE's website does contain images of some of our projects but our Private Clients names and addresses are not disclosed in a manner that a Client can be identified, unless requested otherwise by the Client.

Our website is hosted by Namesco Limited therefore some of the services will be affected by Namesco Limited's privacy policy, which can be read at:

<https://www.names.co.uk/info/terms/privacy-policy>

How we use cookies

A cookie is a file stored on your web browser, subject to your agreement with your browser provider. Most browsers automatically assume that you accept cookies, but you can change settings to decline cookies through your browser, should you wish to do so.

MLDE use traffic log cookies to help us analyse which pages of our website are being used. Once the information is used for statistical analysis the data is removed from the system within 26 months. The cookies used do not give us access to your computer or any information about you personally, other than information you have chosen to share via your browser. MLDE only uses information for the purposes of establishing which pages of our website are being used.

Links to other websites

From time-to-time our website may contain links to other websites. However, once you have used these links to leave our site, you should note that MLDE do not have any control over that other website. 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.

Subject access requests

The General Data Protection Regulations (GDPR) grants a private individual "data subject" the right to access particular personal data that we hold about you.

Please note that all data that MLDE hold about our Clients are listed under **Personal data we collect** above.

MLDE have also copied all of the correspondence and technical information to their Clients during duration of the Contract. Therefore, we have already provided all of our Clients with copies of all the information we hold about them and their projects.

However, if any Client wishes to request details of personal data we hold about them we shall respond promptly and certainly within one month from the point of receiving a written request. Our formal response will, in accordance with legal requirement, include the following:

- sources from which we acquired information
- the purpose for processing the information
- persons or Authorities with whom we are sharing the information.

Right to rectification

Our Clients have a right to obtain from ourselves the rectification of inaccurate personal data that we hold concerning them. Taking into account the purpose of the processing, the data subject shall have the right to have inaccurate personal data rectified.

Right to erasure

Our Clients shall have the right to obtain from ourselves the erasure of their personal data held (ie. name, address and contact details) without undue delay, after expiry of period during which we have to provide them with Professional Indemnity Insurance for the project, ie. 6 or 12 years from completion of the Contract, dependable on the nature of the appointment.

Invoking your rights

Should any of our Clients wish to invoke any of the data subject rights with ourselves please write to us at Mark Lovell Design Engineers, 6 High Street, Devizes, Wiltshire, SN10 1AT or email team@mlde.co.uk

Please note that the rights of a data subject can only be implemented, once the subjects have conclusively proven their identity.

Questions and Queries

If you have any concerns or queries regarding how we may use the personal data we hold about you, that we have not answered in this Privacy Policy, please write to us at Mark Lovell Design Engineers, 6 High Street, Devizes, Wiltshire, SN10 1AT or email team@mlde.co.uk

Policy Changes

MLDE will regularly review the Privacy Policy in order to continue to enhance protection for their Clients data. We will, from time to time, update and modify the Privacy Policy and would 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 the way we use your personal information we hold, without obtaining your explicit agreement.

m a r k l o v e l l d e s i g n e n g i n e e r s

If you have a complaint

If you have a complaint regarding our use of your personal data please write to us at Mark Lovell Design Engineers, 6 High Street, Devizes, Wiltshire, SN10 1AT or email team@mlde.co.uk and we will do our best to help you.

Should your complaint not be resolved to your satisfaction, you may wish to consider making a formal complaint to the Information Commissioner's Office (ICO) on 01625 545745 or 0303 123 111.