

General Data Protection Regulation:

Register of Systems

Introduction

In accordance with the General Data Protection Regulation which came into force on 25 May 2018, this document sets out the approach of Planning & Design Practice Ltd to the collection, use and management of the personal data under the following headings:

- The data we collect and in what way
- How the data are stored and who has access to them
- Sharing the data
- Purpose for which the data are used
- Data removal and archiving

The data we collect and in what way

On contacting Planning & Design Practice Ltd, via telephone, online or post, individuals are asked details in order to complete an enquiry form and to supply name and email address, a residential address and telephone number.

This data are entered on to an online CRM system and/ or an Excel spreadsheet and updated as required throughout the lifecycle of the project or as new data is made available (e.g. change of email or residential address).

Enquiries where no further action is deemed necessary are deleted.

The Planning & Design website also provides an option to subscribe to our Monthly Newsletter, which is maintained on a Mailchimp contact database in order to facilitate the dispatch/receipt of this online newsletter. The Marketing Manager has access and responsibility for maintaining this database.

Where it is felt that this is Legitimate Interest Planning & Design Practice Ltd may make speculative enquiries to potential clients via telephone or post. This is using data available from the public realm, for example Planning Applications.

How the data are stored and who has access to them

All staff at Planning & Design Practice Ltd have access to the personal data of clients and potential clients. This access is rescinded should a staff member leave the employ of the company.

Enquiry written forms are passed to either the Office Manager or Marketing Manager once data has been entered on to the CRM system/ Excel spreadsheet and/or Mailchimp contact database, and are stored alphabetically in year order.

Online application forms are stored electronically and password protected.

Sharing the data

The complete data set is available to staff of Planning & Design Practice Ltd as required in order progress projects and carry out their roles.

The complete data set will not be shared with any third party unless legally obliged to do so.

Purpose for which the data are used

The data collected is processed on the basis of Legitimate Business Interest.

Data removal and archiving

The details for an individual or company that makes a speculative enquiry, but does not engage the services of Planning & Design Practice Ltd are kept on the database for one further year then deleted.

Each electronic newsletter provides the option to unsubscribe.

Individuals can also unsubscribe by emailing enquiries@planningdesign.co.uk and requesting to do so.

ADOPTED: 29th January 2020

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