

Privacy Policy

Effective Date: 1 January 2023

Introduction

This Privacy Policy is designed to provide a clear understanding of how AND London, Fuel Tank, Studio MH1, Creative Rd, London SE8 3FU, collects, uses, and processes personal data. If you have any questions regarding this Privacy Policy or the handling of your personal data, please feel free to contact us at office@andlondon.net or call us at 020 8469 3079.

Please take a moment to carefully read this Privacy Policy as it has a significant impact on your legal rights and responsibilities. If you do not agree with the terms outlined here, we kindly request that you refrain from sharing your personal data with us or advise your employer to do the same.

We reserve the right to update this Privacy Policy periodically, especially in response to changes in relevant laws. In cases where such changes significantly affect your rights or obligations, we will notify you if we have your email address. Otherwise, we encourage you to regularly review this Privacy Policy to stay informed about any revisions.

Whose Personal Data Do We Collect?

Our data collection pertains to several individuals. While delivering consultancy services, we unavoidably gather personal data from employees of our clients, suppliers, and subcontractors. Similarly, we obtain personal data from employees of potential clients, suppliers, and subcontractors. Additionally, as part of our commitment to our clients, we collect personal data from individuals affected by specific planning developments or related issues.

Regarding personal data provided by our clients, suppliers, and subcontractors, we act as the data controller. Conversely, if we acquire your personal data while providing services to our clients, we function as the data processor, with our client serving as the data controller. This means that we handle your personal data solely in accordance with our client's instructions.

We collect only the personal data that you or your employer, as the case may be, provide to us. We limit our collection to the necessary personal data for our specific purposes. Consequently, we anticipate gathering only the following personal data: name, email address, geographical address, and telephone number.

We request that all personal data provided to us be accurate, complete, and truthful.

When you initiate contact with us through email or post, we may retain records of our correspondence, and we might also record telephone conversations with you.

Lawful Use of Your Personal Data

Our use of your personal data is contingent upon lawful bases. The lawful grounds we rely on within this Privacy Policy encompass: consent (when you willingly provide it); fulfilment of contractual obligations with you; compliance with legal obligations; and pursuit of legitimate interests.

By "legitimate interests," we refer to our valid business interests in the ordinary course of our business operations that do not unduly infringe upon your rights, freedom, or interests.

Our use of your personal data depends on the reason for its collection. If your personal data was acquired because you are employed by a client, supplier, or subcontractor, we will process it to fulfil contractual obligations established with your employer or in connection with actions taken at your employer's request before entering into a contract.

In instances where we have gathered your personal data due to our involvement in a project for a client, we will process that data solely in accordance with our client's instructions. This is subject to your rights as detailed in paragraph 8 of the "Your Rights" section below in this Privacy Policy. Our client's privacy notice governs the processing of your personal data. You will be directed to the client's privacy policy during the data collection process, or they will be explicitly identified as the client on whose behalf we are operating, with their privacy notice available on their website. If you have submitted a form expressing your desire to stay updated on a specific project on behalf of our client, you have consented to being contacted in that manner. In line with our client's legitimate interests, we may also contact you on behalf of our client in relation to their project. Nevertheless, you can always request that we or our client cease contacting you in this manner; please see paragraph 8 of the "Your Rights" section below in this Privacy Policy.

From time to time, we may need to use your personal data to comply with legal obligations, requests, or requirements, such as those related to anti-money laundering procedures or safeguarding the rights, property, or safety of third parties.

Who Do We Share Your Data With?

If we have collected your personal data as a result of any project undertaken for a client, we may share your personal data with the client, who serves as the data controller.

In pursuit of our legitimate interests, we may share your personal data with any service providers, subcontractors, and agents appointed to perform functions on our behalf, guided by our instructions. These parties may include payment providers, IT service providers, accountants, auditors, and legal professionals. We will supply our service providers, subcontractors, and agents with only the personal data required for them to execute the designated services. If we cease to utilize their services, we will request that they either delete your personal data or render it anonymous within their systems.

To fulfill our legal obligations, we may be compelled to disclose your personal data in specific situations, as mandated by applicable laws and/or regulations. This may include instances of anti-money laundering procedures or actions taken to protect the rights, property, or safety of third parties.

For our legitimate interests, we may also share your personal data in connection with or during negotiations regarding mergers, asset sales, consolidations, restructuring, financing, or acquisitions involving our business.

Where We Hold and Process Your Personal Data

All or part of your personal data may be stored or transferred beyond the borders of the United Kingdom for various reasons. This may include, for instance, the location of our email server in a country outside the United Kingdom or the existence of service providers based outside the United Kingdom.

In cases where we store or transfer your personal data outside the United Kingdom, we will diligently undertake reasonable measures to ensure that your data is treated with the same level of security and safety as if it were situated within the United Kingdom, and in conformity with applicable laws.

Security

We are committed to processing your personal data in a manner that guarantees its adequate security. This includes protection against unauthorized or illegal processing, and prevention of accidental loss, destruction, or damage. We achieve this through the use of appropriate technical and organizational measures. For instance, all the information you provide us with is stored on our secure servers, and our employees are obliged to comply with all relevant data protection laws.

Nonetheless, it is important to recognize that no system can be entirely immune to security breaches. Despite our extensive security measures, we cannot guarantee that your personal data will remain absolutely secure at all times.

Your Rights and Retention of Personal Data

You have a variety of rights as stipulated by applicable data protection legislation. Some of these rights are intricate, and not all the specifics are included here. You can find more information here.

- **Right of Access:** You have the right to obtain from us a copy of the personal data that we hold about you.
- **Right to Rectification:** You can require us to correct any inaccuracies in the personal data we process about you, especially if it is found to be inaccurate, incomplete, or outdated.

- **Right to Portability:** You can request that we transfer your personal data to another service provider.
- **Right to Restrict Processing:** In certain circumstances, you have the right to request that we limit the processing of your personal information.
- **Right to Be Forgotten:** You also have the right at any time to request that we delete the personal data we hold about you, provided it is no longer necessary for us to retain it. However, while we respect your right to be forgotten, we may still need to retain your personal data in accordance with applicable laws.
- **Right to Opt Out of Receiving Marketing Information:** You can request that we stop sending you information about our services.

We reserve the right to levy an administrative fee if we consider your request regarding your rights to be manifestly unfounded or excessive.

To exercise these rights, or any other rights you may have under applicable laws, please contact us at office@andlondon.net or call us at 020 8469 3079. Processing your request may take a few days, especially concerning removal from our communications database, but we will make every effort to act promptly. Requests regarding personal data controlled by our clients should be directed to them using the contact information provided in the relevant client's privacy policy.

If you are located outside the United Kingdom, you can also contact your local regulatory authority.

Retention of Personal Data

Subject to the provisions of this Privacy Policy, we will retain personal data in accordance with applicable laws.

If you have requested to receive updates from us regarding a specific planning development or issue, we will retain your personal data until you choose to discontinue receiving such communications or until the development or issue reaches completion. Nevertheless, we may also be compelled to retain personal data for specific timeframes to comply with legal, auditing, or statutory requirements, including HMRC demands regarding financial documents.

In cases where we lack a legal basis to continue processing your personal data, we will either delete it or anonymize it. If immediate deletion is unfeasible, such as when your personal information resides in backup archives, we will securely store it and isolate it from any further processing until deletion is feasible.

General

If we lack a legal basis to continue processing your personal data, we will either delete it or anonymize it. If immediate deletion is unfeasible, such as when your personal information resides in backup archives, we will securely store it and isolate it from any further processing until deletion is feasible.

AND London
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This Privacy Policy is subject to the laws of England and Wales and shall be construed in accordance with them. By using our services, you agree to the exclusive jurisdiction of the English Courts.