



Privacy Policy

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1. THE ISSUE STATUS

The issue status is indicated by the version number in the footer of this document. It identifies the issue status of this Privacy Policy.

When any part of this Privacy Policy is amended, a record is made in the Privacy Policy Amendment Log shown below.

The Privacy Policy can be fully revised and re-issued at the discretion of the Management Team.

Please note that this Privacy Policy is only valid on day of printing.

Issue	Page(s)	Issue Date	Additions/Alterations	Initials
1.0			First Authorised Version of the Privacy Policy	

2. INTRODUCTION

Eco Design Consultants are committed to protecting and respecting your privacy.

This policy explains when and why we collect personal information about people, how we use it, the conditions under which we may disclose it to others and how we keep it safe.

We may change this policy from time to time so please check with us occasionally to ensure that you're happy with any changes.

Any questions regarding this policy or our privacy practices should be sent by email to studio@ecodesignconsultants.co.uk or by writing to Eco Design Consultants, The Mansion, Bletchley Park, Milton Keynes, MK3 6EB.

3. HOW ARE WE COLLECTING INFORMATION FROM YOU?

We obtain information about you when you request information from us, for example, when you contact us about services, when you request a visit, or if you register to receive our newsletter. This information may be collected when you complete a web-based form, when you speak with a member of our team either face to face or over the phone or if you send us an email.

4. WHAT TYPES OF INFORMATION IS COLLECTED FROM YOU?

The personal information we collect might include your name, job title, contact address, site address, phone number and email address. We may also collect your IP address and information regarding pages accessed and when.

5. HOW DO WE USE YOUR INFORMATION USED?

We may use your information to:

- help us answer your questions and explain our services.
- undertake the work that you've commissioned.
- seek your views or comments on the services we provide.
- send you communications which you have requested and that may be of interest to you.
- Process job applications.

We review our retention periods for personal information on a regular basis. We are required to hold certain information to fulfil our statutory and profession obligations, for example VAT records. We will hold your information on our systems for as long as necessary for the relevant activities or as long as is set out in any relevant contract you hold with us.

6. WHO HAS ACCESS TO YOUR INFORMATION

We will not sell your information to third parties or share your information with a third party for marketing purposes.

We may pass your information to our third-party service providers or subcontractors for the purposes of completing tasks and providing services to you on our behalf, for example to provide specialist calculations or sending you mailings. We disclose only the personal information that is necessary to deliver the service and we have agreements in place that require them to keep your information secure and will not use your information for their own purposes.

Please be assured that we will not release your information beyond our network if you request us to do so, for example your internal designer or your structural engineer, or if we are required to do so by law, for example by a court order to for the purposed of prevention of crime.

7. HOW TO COMMUNICATE YOUR CHOICE

If you request information or a quote from us about our services our team members communicate with you using the communications channels you have supplied, phone, email and occasionally post. These will be individual tailored communications supplying the information that you have requested and supporting information. If you want to stop or pause the conversation at any point you are free to do so.

You can choose to receive our e-newsletter. If you want to receive this we will ask you to do so in writing, this could be by ticking the relevant box on our contact form, completing the newsletter web-based sign up form or via e-mail. You can choose to stop receiving the newsletter at any time by using the unsubscribe button on the newsletter or by email studio@ecodesignconsultants.co.uk

8. HOW TO ACCESS AND UPDATE YOUR INFORMATION

The accuracy of your information is important to us.

If you have any changes to the information we hold, please email the team member who you are conversing with about your project.

If your e-mail has changed please use the email link at the bottom of our newsletter to amend your record or email studio@ecodesignconsultants.co.uk

You have the right to ask for a copy of the information Eco Design Consultants hold about you.

9. WHAT ELSE DO WE USE YOUR DATA FOR?

We may use your personal information to help us identify trends in our performance to improve the service we offer. We may also use your personal information for a credit check.