

Privacy Statement on Terms of Reference

On the 25th May 2018 the General Data Protection Regulation, known as GDPR, came into effect. The GDPR is a regulation in EU law on data protection and privacy for all individuals within the European Union. It imposes additional obligations on organisations and gives you extra rights around how your data is used.

We want you to know that FLA Ltd respects the information we hold on you and that we take the security of your information very seriously.

We have recently published a new Privacy Notice to give you more information on the data we hold on you, what we do with that data, who we share your data with and your new rights under GDPR. Please be assured that we only use your data for the purposes of completing your project and do not share you information with anyone unnecessarily.

Our updated Privacy Notice is now on our website and you can view it at www.furse.net

Alternatively, we can send you a copy if you ask us to, our number is 02380 669833.

Privacy Notice

Furse Landscape architects Ltd (FLA) are committed to complying with the General Data Protection Regulation and the Data Protection Act 2018, once enacted. Looking after the personal information you share with us is very important, and we want you to be confident that your personal data is kept safely and securely and to understand how we use it.

We have published this notice to help you understand

- how and why FLA collect information from you;
- who we share your information with, why and on what basis; and
- what your rights are.

If we make changes to this notice we will notify you by updating it on our website. FLA will be what is known as the 'Data Controller' of the personal data you provide to us, and we will sometimes refer to ourselves in this notice as "we" or "us". By Data Controller, this means FLA determines the purposes and way in which any personal data are, or will be, processed.

Should you need to contact us please write to:

Data Protection Officer, FLA Ltd, 17 Willow Drive, Marchwood, Southampton, SO40 4JY
or via info@furse.net

This privacy notice was last updated on 02th January 2019

Customer Information

Please be assured that we only use your data for the purposes of completing your project and do not share your information with anyone unnecessarily.

We will share your details with third parties only with your consent such as the Local Authority, National Park Authorities, Land Registry, Environment Agency, Natural England Historic England and other government departments should we need to make an application for permission to proceed or approval.

Our IT systems are secure.

How do we use your information?

We capture the following information as use it as described

Data Protection says that we are allowed to use and share your personal data only where we have a proper reason to do so. The law says we must have one or more of these reasons and these are:

- Contract - your personal information is processed in order to fulfil a contractual arrangement
- Consent – where you agree to us using your information in this way.
- Legitimate Interests - this means the interests of FLA managing our business to allow us to provide you with a service in the most secure and appropriate way
- Legal Obligation – where there is statutory or other legal requirement to share the information e.g. when we have to share your information for law enforcement purposes.

Here is a list of the ways that we may use your personal information, and which of the reasons described above we rely on to do so. Where we list legitimate interests as a reason, we also describe below what we believe these legitimate interests are.

What personal Data do we collect and store	Where is it from	Where/How do we store it	What do we use it for	Who might we share it with	Is there a lawful basis for this storage and processing	How do we tell people how we use and store their data
Contact details	Gathered during enquiry	Initial capture on telephone pad, shredded once added to the database Electronic records held centrally	Arranging a quotation Site visit Organising work Invoicing Debt recovery Christmas card/email	Internal use Planning departments Local authorities Debt recovery lawyer Court IT back-up service provider	YES	Privacy notice on web site Business terms and conditions sent with all quotations
Job sheets risk assessments method statements	Generated under the contract assessment procedure	Job sheets, risk assessments, method statements, correspondence stored for 18 months then shredded	Organising the work H&S Environmental management	Internal use Customer IT back-up service provider	YES	
Planning Authority correspondence	Generated under the contract assessment procedure		Organising the work	Internal use Customer IT back-up service provider	YES	
Job costings, Quotes and Invoices	Generated under the contract assessment procedure	Temporary use and storage as e copy documents – securely held. Details held in accounting system	Organising the work Records kept for tax purposes in line with documents data and records procedure	Internal use Customer IT back-up service provider		
Payment records	Generated under the credit	Electronic archiving Details held in	Records kept for tax purposes in	Internal use		

	control procedure	accounting system	line with documents data and records procedure	IT back-up service provider Debt recovery lawyer		Privacy notice on web site Business terms and conditions sent with all quotations
Debt recovery records	Generated under the credit control procedure	Electronic archiving Details held in accounting system	Records kept for tax purposes in line with documents data and records procedure	Internal use IT back-up service provider Debt recovery lawyer Court		
Accident and Incident records	Generated during the notification and investigation procedure	Temporary use and storage as hard copy documents Electronic archiving	Health and Safety management and the requirement to hold incident records for 40 years.	Internal use HSE during investigation IT back-up service provider		
Notes on site constraints or hazards	Recorded during site visits	Temporary use and storage as hard copy documents Electronic archiving	Organising the work H&S and environmental management.			

Keeping in touch with you

We do not store any of your details in mailing lists for marketing purposes, neither do we pass them to third parties for this purpose.

How long we keep your information

If we collect your personal information, the length of time we retain it is determined by a number of factors including the purpose for which we use that information and our obligations under other laws.

We may need your personal information to establish, bring or defend legal claims. For this purpose, we will always retain your personal information for 7 years after the date it is no longer needed by us for any of the purposes listed under How we use your information above. The only exceptions to this are where:

- the law requires us to hold your personal information for a longer period, or delete it sooner;
- you exercise your right to have the information erased (where it applies) and we do not need to hold it in connection with any of the reasons permitted or required under the law;
- we bring or defend a legal claim or other proceedings during the period we retain your personal information, in which case we will retain your personal information until those proceedings have concluded and no further appeals are possible; or
- in limited cases, existing or future law or a court or regulator requires us to keep your personal information for a longer or shorter period.

What are your rights

You are entitled to request the following from FLA Ltd, these are called your Data Subject Rights and there is more information on these on the Information Commissioners website www.ico.org.uk

- Right of access –to request access to your personal information and information about how we process it
- Right to rectification –to have your personal information corrected if it is inaccurate and to have incomplete personal information completed
- Right to erasure (also known as the Right to be Forgotten) – to have your personal information erased. Contact 02380 669833
- Right to restriction of processing – to restrict processing of your personal information
- Right to data portability - to electronically move, copy or transfer your personal information in a standard form
- Right to object - to object to processing of your personal information
- Rights with regards to automated individual decision making, including profiling –rights relating to automated decision making, including profiling

If you have any general questions about your rights or want to exercise your rights please contact info@furse.net

You have the right to lodge a complaint with a data protection regulator in Europe, in particular in a country you work or live or where your legal rights have been infringed. The contact details for the Information Commissioner's Office (ICO), the data protection regulator in the UK, are available on the ICO website www.ico.org.uk where your personal information has or is being used in a way that you believe does not comply with data, however, we encourage you to contact us before making any complaint and we will seek to resolve any issues or concerns you may have.