

Privacy Policy – Oak & Country Limited

This privacy policy explains how we use the information we collect about you, how you can instruct us if you prefer to limit the use of that information, and procedures that we have in place to safeguard your privacy.

About us

Oak & Country Limited is a Limited Company providing Architectural Design Services to a variety of clients. To enable us to achieve this, we hold information about our clients, consultants and where applicable – sub contractors. This information is used to enable better communication.

By using our website or providing us with your personal information you are agreeing to this policy.

This Privacy Policy only relates to personal information collected by us.

- name
- contact information (home and work) including email address
- phoning us
- writing to us
- sending us an email
- working with us (client or professional)

The information we collect and how we use it

When you use our services we may need to know your name, postal address, email address, telephone number, bank account details such as credit card number, 3 digit security code and its expiry date. We gather this information to allow us to process payments.

Oak & Country Limited on occasion will need to take photographs / surveys (including filming) to accurately record information about particular buildings. Photographs / surveys are often used to refer to throughout the duration of our Contract / Service and sometimes post Contract. You will be notified in advance should photographs need to be taken and how long they will be retained for. Under the terms of this policy you have the right to view all information held (including photographs / survey information).

All information is held on a secure server (Hard drive.)

We retain your details in accordance with our record retention policies.

Your rights and accessing your personal data held by Oak & Country Limited

You have a right to request all information / data held about yourself be deleted. This process involves identifying and deleting any / all data held about you by either ourselves or any of our suppliers, consultants or sub-contractors. Typically this process seeks to remove all data held by any persons in connection with you.

Please be advised that most Local Authority's retain Planning & some Building Regulation applications on file. These are often available online. You should refer to the Data Protection Policy in place within the affected Local Authority.

You have a right to ask for copies of the personal information we hold about you and details of how we use that information. If there are any discrepancies in the information we provide, please let us know and we will correct them.

We will require photographic proof of your identity before providing you with details of any personal information we may hold about you. We will charge £10 to cover the administration costs involved in

providing you with a copy of your information. We will always acknowledge your request within 30 working days and respond as fully as possible within one month of receipt.

Contact us on (m) 07976643767 or (e) info@oakandcountryltd.co.uk if you have any queries or concerns. Please ask to speak to the Data Protection Officer or Director regarding your query or concern.

Payment information

Payment is typically taken via. internet or BACS transfer, Cheque's or Cash payment. Where internal or BACS transfers are made your card data is input onto your banks payment page. You are therefore communicating directly with the bank and the bank passes your payment on to us. Moreover your payment card information is handled by the bank and not processed or held by us.

Following the completion of your transaction, we do not store any information / Card details. All information are securely destroyed once the payment has been processed.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we 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.

Information security

The internet is not a secure medium. Please be aware that communications over the Internet, such as emails / webmails are not secure unless they have been encrypted. Your communications may route through a number of countries before being delivered - this is the nature of the World Wide Web / internet. We cannot accept responsibility for any unauthorized access or loss of personal information that is beyond our control.

All of our employees and data processors that have access to and are associated with, the processing of your personal information are obliged to respect the confidentiality of our visitors' information.

Mailing List

At Oak & Country Limited we use a Subscription / Mailing List which lets you stay informed and keep updated with various news and information pertaining to the business activity. By submitting your information to Oak & Country Limited you acknowledge that the information you provide will be transferred to our email module 'Site Builder' for processing in accordance with their privacy policy and terms.

Updating your details

If any of the information that you have provided to Oak & Country Limited, for example if you change your email address, name or payment details please let us know the correct details by sending us an email to info@oakandcountryltd.co.uk.

Consent

By giving us your personal information, you consent to us collecting and using that information in the ways that we describe in this privacy policy and / or that you have specifically consented to. Where we need your consent, we will always ensure that you are as fully informed as possible at the time on what we do with your information, with whom it may be shared and how long we will keep it. This is in line with

the requirements of the relevant legislation. You can alter your preferences or withdraw your consent at any time by contacting us.

For further information

For further information from us on data protection and privacy or any requests concerning your personal information please email us at info@oakandcountryltd.co.uk or alternatively write to us at the following address:

Oak & Country Limited
79 Orchard Road,
Eastry,
Kent
CT130QF