

PRIVACY NOTICE

May 2018

PRIVACY NOTICE

This Privacy Notice explains how Gardiner & Theobald LLP collects, stores, manages and protects your personal data. It outlines the types of data that we hold and how we use them.

The firm takes its responsibilities around the correct collection, use and destruction of the personal data of its various audiences and stakeholders very seriously and is committed to openness and fairness in the handling of personal data.

We aim to be clear when we collect information about you and not do anything you wouldn't reasonably expect.

Gardiner & Theobald LLP is the Data Controller (as defined by the Data Protection Act 1998 and all applicable laws which replace or amend it, including the General Data Protection Regulation). As the Data Controller Gardiner & Theobald LLP will collect and process your personal data.

Who are we?

Gardiner & Theobald LLP is an independent construction cost and project management consultancy working across all sectors of the built environment.

We are a limited liability partnership registered in England and Wales and our registration number is OC307124

The firm's registered address is 10 South Crescent, London WC1E 7BD

For more information on Gardiner & Theobald LLP see our website: www.gardiner.com

What information do we collect about you?

Gardiner & Theobald LLP collect and process personal data to support all of the aims of the firm.

In order to provide our services, manage contracts and projects and maintain effective oversight we may collect and process some or all of the following data about our clients, business associates and job applicants:

- Name, title, gender and date of birth
- Business contact details including business address, work email, work phone number and links to social media accounts
- Personal photo
- Salary details
- Occupation, career history, professional qualifications, CV
- Where we pay you directly your bank details

For managing events, marketing and promoting the work of Gardiner & Theobald LLP we may collect and process the following data:

- Name, title
- Postal address
- Contact details work email, phone number and links to social media accounts
- Personal photo and video of events

How do we collect the personal data?

The majority of information we process is obtained directly from you and organisations you work for.

We may also collect information from publicly available sources to keep your information up to date.

We will also obtain your information when we use cookies on our websites (see below).

We may also obtain your personal data through your use of social media such as YouTube, Instagram, Twitter or LinkedIn depending on your settings or the privacy policies of these social media and messaging services. To change your settings on these services, please refer to their privacy notices, which will tell you how to do this.

Cookies

When you visit our websites, we use cookies to automatically collect information about how you use our websites. You can find a statement in respect to our cookie information at <http://www.gardiner.com/terms-and-conditions>.

How will we use your information?

We use the information you give us to:

- Fulfil contracts you have entered into with the firm
- Provide the services you have engaged the firm to do
- Send you the publications, newsletters and updates that you have subscribed to
- Provide you with the services and the information about our activities and events that you have requested
- Administer any user accounts we set up for you
- Conduct surveys and process your response to any survey you participate in for research, evaluation and statistical purposes
- Communicate with you regarding our aims and activities
- Take all reasonable care to ensure that we do not send unwanted information to you when you have informed us that you do not wish to be contacted
- Keep your personal data up to date
- Implement any instructions you give us with regard to withdrawing consent to send marketing information or informing us through the Gardiner & Theobald LLP Preference Service that you do not wish to receive any marketing information
- Use IP addresses to identify the location of users, to block disruptive use and to establish the number of visits from different countries
- Maintain internal record keeping so as to keep a record of your relationship with us

MARKETING COMMUNICATIONS

When and what do we communicate

Gardiner & Theobald LLP will only contact you for marketing purposes, for example to keep you up to date on our work and to provide you with technical or market information, where we have your consent or we are otherwise allowed to do so by law.

We will make it easy for you to tell us if you would like to receive communications from us and hear more about Gardiner & Theobald LLP and the ways in which you would like to receive this information such as email, newsletter or post.

We will not send you marketing material or communications if you tell us that you do not wish to receive it. There are a variety of ways you can do this and these are detailed below.

You can update or withdraw your consent at any time, for individual channels of communication, or for all channels.

Other circumstances in which you may receive communications from Gardiner & Theobald LLP

We may send communications by email to individuals with whom we have an existing relationship with, and where we have identified that we have a legitimate interest in continuing to communicate with them about G&T. In these circumstances the individuals we contact will be given the opportunity to Opt Out at the time of the initial communication or engagement.

How to control what we send you or request we update your personal information?

The accuracy of your information is really important to us. We want to ensure that we are able to communicate with you in ways that you are happy with, and to provide you with information that is of interest.

If you wish to change how we communicate with you, or update the information we hold, then please contact us:

- Amend your preferences on our website here: www.gardiner.com/newsletter
- Email us at dpo@gardiner.com
- Write to us at: Gardiner & Theobald LLP, 10 South Crescent, London WC1E 7BD
- Telephone: 020 7209 3000
- Additionally, you can Opt Out of marketing emails at any time by clicking the unsubscribe link in any marketing email from G&T. You can also use the link to update your preferences.

How long will it take for these changes to be effective?

We endeavour to make updates to the marketing preference within:

- 48 hours from receipt of email
- 48 hours from updates to preference on the website
- 72 hours from receipt of call or letter

Who do we share your information with and why?

Gardiner & Theobald LLP will only use the information within the firm for the purposes for which it was obtained. We will not under any circumstances, share or sell your personal data with any third party for their own purposes, and you will not receive marketing from any other companies, charities or organisations as a result of giving your details to us.

We may share your information with:

- Third parties who supply services to us or process information on our behalf such as our website developer, event organisers and publishers.
- Gardiner & Theobald LLP's subsidiaries and associated organisations
- YouTube, Instagram and other Social Media Sites - We may also use your email address and phone number to match to your account on Facebook or other social media sites in order to show you Gardiner & Theobald LLP content while using these services.
- These "data processors" will only act under our instruction and are subject to contractual obligations containing strict data protection clauses. We do not allow these organisations to use your personal data for their own purposes or to disclose it to other third parties without our consent and we will take all reasonable care to ensure that they keep your personal data secure.

We will share your information if we are required to by law.

Where do we keep your personal data?

G&T maintains all your personal data within the EU.

Personal data is only processed by third parties outside of the EU for the provision of Services such as:

- Managing events outside of the EU
- Technical service support

Where data is processed outside of the EU Gardiner & Theobald LLP will take all reasonable care to check that appropriate safeguards are in place including:

- Complying with all data protection principles
- Where possible trying to ensure data is processed in a country that is on the list of countries approved as adequate by the EU
- If the transfer is to an organisation in the United States of America taking all reasonable care to ensure that the organisation participates under the auspices of Privacy Shield
- Taking all reasonable care to ensure that in all other instances adequate contractual provision are in place to ensure the protection of the data

How long do we keep your personal data?

We will hold your personal data in our systems for as long as is necessary for the relevant activity. These purposes are laid out in the section “How we will use your information”.

Data related to the managing of our clients and projects that we are engaged on, and in the performance of our services generally will be retained for at least fifteen years after the completion of the programme or engagement.

If you request that we stop sending you marketing materials we will keep a record of your contact details to enable us to comply with your request not to be contacted.

How do we protect your personal data?

We will take all reasonable care to ensure that there are appropriate technical controls and operational measures in place to protect your personal data.

We have appropriate technical controls in place to protect your personal data:

- Our network is protected behind firewalls
- Anti-virus and Malware software is deployed
- All systems are password protected
- Our network is monitored by security specialists
- Network protection is formally tested

We have appropriate operational measures in place to protect your personal data:

- We undertake regular reviews of who has access to information that we hold to see that your information is only accessible by appropriately trained staff and contractors
- Where we use external companies to collect or process personal data on our behalf, we do comprehensive checks on these companies before we work with them, and put a contract in place that sets out our expectations and requirements; especially regarding how they manage the personal data they collect on our behalf, or have access to
- We have a robust audit framework in place to see that internal and external measures and obligations are in place and being maintained

Your rights relating to your personal data

There are specific rights enshrined in law that you have around your personal data. These rights are:

- To be Informed – you have the right to be informed about what personal data we hold and for what purpose
- Access – you have the right to have access to your personal data
- Rectification – you have the right to have your personal data corrected or removed if it is inaccurate
- Erasure – you have the right to have your personal data deleted from our systems
- Restriction – you have the right to restrict the processing of your personal data
- Objection – you have the right to object to the processing of your personal data for communications and marketing
- Portability – you have the right to have your personal data transferred
- Withdraw consent – where you have provided consent to process your personal data you have the right to withdraw that consent at any time
- Complain – you have the right to complain to the regulator and/or seek judicial remedy if your data has not been treated in accordance with the law

We will respond to you within one month of receiving a request related to any one of the above rights unless the number and complexity of the requests made is deemed sufficiently high in which case we may extend this time by a further two months. We will inform you if we need to make use of this additional time and why we need to do so.

We will not charge you for responding to any of these requests unless it can be demonstrated that you are making an excessive number of repetitive requests or that your request is not based on fact or realistic considerations. In such exceptional cases we may charge you a reasonable fee or choose to refuse your request.

If you disagree with our approach you may raise your concerns with the Information Commissioner's Office (ICO) <https://ico.org.uk/concerns/>

To assist us in responding to these requests, we may ask you to verify your identity to make sure we:

- Do not give your personal data to the wrong person
- Do not update your data with details you did not provide
- Do not take action you did not request

Right to be informed

Gardiner & Theobald LLP has published this Privacy Notice along with additional notices when we collect personal data from you to explain what personal data we collect and process. We aim to be as open and transparent as possible about how we use your personal data.

Right of Access

You have the right to request a copy of the personal information that we hold about you. If you would like a copy of some or all of your personal data please email us at dpo@gardiner.com or write to Data Protection Officer, 10 South Crescent, London WC1E 7BD. The ICO provides additional information on how to request your data ([LINK HERE](#)) with a template which you may find helpful.

Right of Rectification

It is important to us that the information we hold about you is accurate and up to date. If you believe that the information we hold is inaccurate or incomplete you have the right to ask us to rectify it. If we have passed your data to a third party for processing then we will also contact them to rectify the data. To request the rectification of your data please email us at dpo@gardiner.com or write to Data Protection Officer, 10 South Crescent, London WC1E 7BD with details of your request.

Right of Erasure

This is sometimes referred to as the “Right to be forgotten”. You can request that we delete your personal data from our systems if you

- Believe the personal data is no longer necessary for the purpose for which it was collected
- Withdraw your consent (subject to the requirement for us to retain personal data to process your request)
- Believe we have processed your personal data unlawfully
- Believe we should delete your personal data to comply with other laws or regulation

We may choose to refuse your request if we believe:

- We have a legal obligation to keep your personal data
- It is required for the legitimate interests and purposes of G&T
- It is required for the establishment, exercise or defense of legal claims

To request the erasure of your data please email us at dpo@gardiner.com or write to Data Protection Officer at the personal address given at the end of this notice with details of your request.

Right of Restriction

You have the right to ask the firm to restrict how we process your data. This provides for a temporary halt to processing your personal data. You may make the request if you believe that:

- We should not process your personal data whilst we are in discussions with you regarding a disagreement over the accuracy of your personal data
- We have processed your personal data in a manner you believe to be unlawful but rather than asking for the erasure of the personal data you would prefer another course of action to rectify your issue
- We no longer require the personal data but you do not wish us to dispose of it as you require it to establish or defend a legal claim

If such a restriction is put in place we shall limit the processing of your personal data to storage with the following exceptions

- Where the processing is for the establishment, exercise or defence of legal claims
- We must process it to protect the rights of another person

To request the restriction of processing of your data please email us at dpo@gardiner.com or write to Data Protection Officer at the contact address given at the end of this Privacy Notice with details of your request.

Right of Objection

You have the right to object to the processing of your personal data.

If your personal data is being used for direct marketing purposes you have the right at any time to stop us from contacting you as outlined in this Privacy Notice.

If we are processing your personal data for research or statistical purposes or processing your data based on our legitimate interests you may seek to object to the processing of your personal data. We may reject your request

- Where we are processing personal data for research and statistical purposes where there is a public interest in the continued processing of the data
- Where we believe we have compelling legitimate grounds for continuing to process your personal data which outweighs any harm or damage to you through the continued processing of the personal data
- Where the processing is for the establishment, exercise or defense of legal claims

To object to the processing of your personal data please email us at dpo@gardiner.com or write to Data Protection Officer at the contact address given at the end of this notice with details of your request.

Right of Portability

Gardiner & Theobald LLP must allow you to obtain and reuse your personal data for your own purposes. This applies to personal data you have provided to us and is processed in our computer systems. You can request that we provide you with a copy of this personal data in a format that can be read by another person's or organisation's computer system.

You have the right to transfer that copy of your personal data to another organisation or request that we do it for you where it is technically feasible for us to do so.

This right of transfer can be refused where we feel it may adversely affect the rights of another person.

To request the transfer of your personal data please email us at dpo@gardiner.com or write to Data Protection Officer at the contact address given at the end of this Privacy Notice with details of your request.

Right to withdraw consent

Where we rely on your consent for the processing of your personal data you have the right to change your mind and withdraw your consent at any time. If you withdraw your consent we must stop processing your personal data.

To withdraw your consent for processing your personal data please email us at dpo@gardiner.com or write to Data Protection Officer at the contact address given at the end of this Privacy Notice with details of your request.

Right to Complain

You have a right to complain to the Information Commissioner's Office (ICO) if:

- We do not take action on your request within one month of receipt and do not provide you with reasons why
- You believe that the way we are processing your personal data is not in keeping with the requirements of the law
- You believe your rights have been infringed because of the way we have processed your personal data

Please see the following section for contact information.

HOW TO CONTACT US OR RAISE A CONCERN OR COMPLAINT

Contacting Gardiner & Theobald LLP

If you have any concerns about how your personal data is being collected and processed, or wish to exercise any of your rights detailed in this Privacy Notice please contact

The Data Protection Officer
Gardiner & Theobald LLP
10 South Crescent
London
WC1E 7BD

Email: dpo@gardiner.com
Telephone: 020 7209 3000

Contacting the Information Commissioner's Office

If you have wider concerns about how G&T manages information or wish to make a complaint please contact the Information Commissioners Office (ICO). The ICO can be contacted at <https://ico.org.uk/global/contact-us/>. Concerns can also be logged via the ICO website <https://ico.org.uk/concerns/>

Future changes

If our information practices change at some point in the future we will update this Privacy Notice. If material changes are made to this Privacy Notice we will notify you by placing a prominent notice on the website and where we communicate with you through digital media. We keep our Privacy Notice under regular review. This Privacy Notice was issued on 22nd May 2018.

GARDINER & THEOBALD LLP

Independent Construction and Property Consultancy
10 South Crescent, London, WC1E 7BD

gardiner.com