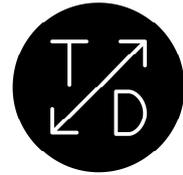


## Data Privacy Notice

Transition by Design



### Introduction

Transition by Design Cooperative CIC (T/D) ('we') promises to respect any personal data you share with us or that which is given to us from other companies and organisations and keep it safe. We will provide clear details about the reasons we are collecting your data and what it will be used for and will not use it for anything you would not reasonably expect.

From May 2018 we will be updating our systems to meet compliance with new data protection regulations. As such, we will seek explicit consent for marketing communications (i.e. newsletters) and will only send to those who have expressed that they are happy for us to do so. In addition, we will communicate with those who fall within 'legitimate interest' about our projects etc.

### How do we collect your information?

There are a few ways that we do this;

1. When you give it to us directly
  - By signing an appointment document/contract to work with us
  - By emailing us with an enquiry
  - By asking us to sign you up to our newsletter
  - By signing up to our newsletter yourself

When you sign up to or ask us to sign you up to our mailing list, we ask for your name and email address.

When signing a contract or appointment document with us, we typically collect; your name, address, email address and telephone number. Depending on the style of contract, we may ask for additional information such as your insurance details- CHECK IF THIS IS DONE FOR GRANTS??

All emails sent to us, including attachments, are monitored by the antivirus software included in our Google for Business package. If you email us about a potential project we may ask for personal data such as; your name, email address, telephone number and address so we can contact you and follow up about your project.

2. When you give it to us indirectly

With your prior confirmation, your information may be shared with us by a third party e.g. an engineer

3. Via social media

We will comply with the privacy policy of each platform. We may engage with you via social media platforms like Twitter, Facebook, LinkedIn and Instagram, if permission is granted by you and within the permission regulations of the platform.

4. When you use our website

We use Google Analytics in connection with our website and may use it to track page use and pathway through our website. This information is We use Google Analytics in connection with our website and we may use it to track page use and pathway through our website. This information gathered does not track identity and we do not permit Google to attempt to discover the identity of our visitors either.

We want you to know that we take your privacy very seriously and will never swap or sell your information with third parties. Before sharing your data with required external persons e.g. engineers, we will ensure that we have received your explicit consent to do so.

### **What personal information do we collect and how do we use it?**

We collect data for two main reasons;

5. Marketing i.e. our newsletter
6. Projects i.e. client communication

If you sign up to or ask us to sign you up to our newsletter, we collect your name and email address. We use this to send you a quarterly newsletter which provides updates on our projects and any news. We may also send you additional newsletters about any upcoming events or exciting news or project updates. Please be aware that you can alter the way you hear from us or choose to withdraw your original permission by unsubscribing, changing your preferences or contacting us on 01865 554 927 or [admin@transitionbydesign.org](mailto:admin@transitionbydesign.org) for more information.

When you are interested in or agree to support us or work with us on a project, we will typically request your name, address, telephone number and email address. We use these details to communicate with you for the duration of our working relationship and beyond, should there be reasonable interest in doing so. We will only ask for your bank details when we are already engaged in a working relationship.

Please do let us know if your contact details change and you would like to stay in touch, so we can keep them up to date.

### **How do we keep your data safe and who can access it?**

We use Dropbox and sometimes Google Drive in order to store any project related information and rely on their privacy policy to secure data we store on there. We monitor who has access to this data and ensure that it is only accessible by those employed by T/D. Our team receives training and ongoing support on how to keep both digital and hardcopy data safe and secure both in and out of our office.

Some of our projects, such as architectural, may require us to share your data with relevant others. If this is ever the case, we will gain your explicit and informed consent prior to sharing.

The information we store will be gathered with reason and only stored for as long as necessary. We regularly review the data that we have and delete that which is no longer required for the purpose given to us or any other legitimate reason(s) e.g. accountancy or legal.

### **Your data ownership rights**

A distinct change in the new regulations is that the ownership of data goes back to you. As such, you have the right to request to see your personal data we have gathered within the allowed amount of time. If incorrect, please let us know and we will correct this for you. Further, if requested by you

and your information is no longer legitimately required, we will no longer store it. We have systems in place to ensure this is done thoroughly and securely. Please contact us on 01865 554 927 or [admin@transitionbydesign.org](mailto:admin@transitionbydesign.org) if you have any questions about this.

### **Changes to this policy**

If any significant changes are made to this Data Privacy Notice that affect the way we gather and use your personal data, we will clearly communicate these via our website, social media channels or by contacting you directly.

Please do contact us on 01865 554 927 or [admin@transitionbydesign.org](mailto:admin@transitionbydesign.org) or at TbD Studio, Aristotle Lane, Oxford, OX2 6TP if you have any questions, feedback or suggestions on the way we gather, use and protect your data.

Approved by T/D Directors on 8<sup>th</sup> May 2018.