

HORWITZ ASSOCIATES

Civil & Structural Consulting Engineers

Privacy Policy

At Horwitz Associates Limited, we are committed to maintaining the trust and confidence of our Clients. Every effort has been made to ensure your personal information is kept secure and confidential in all instances. This Privacy Policy provides information on when and why we collect your personal information, how we use it and how we keep it secure in order for it to be processed fairly and lawfully.

This privacy notice applies to personal information processed by or on behalf of Horwitz Associates Ltd.

We may change this privacy notice from time to time in order to reflect changes in the law and our privacy practices. We encourage you to check this notice for changes when you visit our website www.rhorwitz.co.uk

Horwitz Associates Limited are the data controller of your personal data, our address is 135 – 137 New London Road, Chelmsford, Essex, CM2 0QT.

The personal Information we process:

Upon Instruction to provide you with structural engineering services we will collect the following information from you:

1. Title
2. Full Name
3. Property Address
4. Contact telephone number
5. Email address.

Throughout our contract we will also process details of the services provided to you, quotes issued, invoices raised and details of site visits.

Source of your personal information:

Any personal data requested upon commencement of a contract is kept to a minimum. Such information is sourced directly from the client or generated throughout the contract.

Consent:

The instruction of Horwitz Associates Ltd to provide structural engineering services will signify your consent to allow us to collect and use personal information about you and your company in accordance with this policy.

What should you do if your personal information changes?

If your personal data changes you should inform us via “The contact us” section of our website, we’ll then update your records if required.

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What do we use your information for?

To enable us to provide a service to you and to manage that service efficiently. Your information may also be used to recover debt and meet with our tax and accounting responsibilities. The processing of such data shall always be in line with the General Data Protection Regulation (GDPR) and in accordance with this policy.

How long will we keep information for?

We will retain your personal data for as long as we are providing you with a service, to meet our accounting and tax responsibilities, cover professional indemnity requirements, and resolve disputes or enforce our terms and conditions.

How is your information stored?

Your data will be held securely on our password protected IT system, a Paper file on your project is locked in secure cabinets until works are complete and are then sent to AC Morrison Ltd for secure archiving. Only authorised personnel have access to the information.

Sharing your data:

Your data will be shared with the following data processors only:

1. Buckley Watson
57A Broadway
Leigh-On-Sea
Essex SS9 1PE

Buckley Watson do our company accounts, they act in the capacity of a processor on our behalf. The only information we provide them with is your name, address and order details to meet business and legal requirements. Please feel free to contact Buckley Watson to request a copy of their privacy policy.

2. AC Morrison
24 The Magpies
Epping Green
Epping
Essex CM16 6QG
Company registration no. 3746693

AC Morrison are the secure storage and waste management company that securely retain our archived information. The personal data they hold enables us to meet with our professional indemnity requirements. You can view AC Morrisons Ltd privacy policy on their website <http://www.acmorrison.org.uk>

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We will not transfer your data to any other third parties without obtaining your consent and where possible will anonymise your data before sharing. We will also not share your data outside of The European Economic Area (EEA).

Data from our website:

We only collect personal data you have elected to send us via the “Contact Us” section of our website. Typically this will contain your name and email address. We will use this information to respond to your query and for the length of time it takes to provide a service to you and/or meet our business requirements.

Cookies:

Cookies are text files containing small amounts of information that are downloaded to your device when you visit a website. They allow a website to recognise your device, preferences and can be used to improve your online experience. More information on cookies can be found at www.aboutcookies.org.

We do not use cookies to collect identifiable information about individuals who visit our website. You may however choose to delete any cookies that are already on your computer, please refer to the instructions for your file management software to locate the file or directory that stores cookies on your device.

Your Rights:

You have the following rights under data protection legislation:

1. To access a copy of the personal data we hold on you
2. To object to processing of your personal data that is likely to cause or is causing damage or distress
3. To prevent processing for direct marketing
4. To object to decisions being taken by automated means
5. In certain circumstances, to have an inaccurate personal data rectified, blocked, erased or destroyed
6. To claim compensation for damages caused by a breach of data protection legislation
7. To lodge a complaint with the information Commissioners office

To request a copy of your personal data for you to reuse for your own purposes across different services.