

Privacy Statement

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 or our privacy practices.

We encourage you to check this notice for changes when you visit our website.

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:

- Title
- Full Name
- Property Address
- Contact Telephone Number
- 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.

If your personal data changes you should contact us for us to update your records if required.

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 insurance 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, if there are any Project paper records, these are securely stored at our

offices until your project works are complete and are then sent to be archived at AC Morrison Ltd for secure archiving. Only authorised personnel have access to the information.

Sharing your data:

Your data will only be shared with the following data processors on our behalf:

Our Accountants: Buckley Watson 57A Broadway Leigh-On-Sea Essex SS9 1PE. (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.

Our external secure storage - AC Morrison Ltd, 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.

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, telephone no 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 law:

- Access to your personal information we process.
- Rectification – to ask us to rectify information you think is inaccurate.
- Erasure – to request us to erase your personal information in certain circumstances.
- Restriction of processing – in certain circumstances you have the right to ask us to restrict the processing of your information.
- Object to processing – you have the right to object to processing of your information in certain circumstances.
- Data portability -- this only applies to information you have given us. You have the right to ask that we transfer the information you gave us from one organisation to another or give it to you. The right only applies if we are processing information based on your consent or under, or in talks about entering into a contract and the processing is automated.