Archio Privacy Policy

Our Commitment to Your Privacy

At Archio, we believe in collaborative relationships built on trust. Protecting your privacy is fundamental to our practice's values and our commitment to the communities we serve. This policy explains how we collect, use, and protect your personal information when you engage with our services.

Information We Collect

We collect personal details appropriate to the service you require. This may include:

- Basic contact information (name, address, email, telephone number)
- Project-specific information through online forms or consultations
- Information shared during community engagement sessions
- Information provided through design consultation activities

Please note that calls to our office may occasionally be recorded for training and quality purposes.

How We Use Personal Information

We collect personal data for several important reasons:

- To communicate with you about projects and services
- To fulfil our contractual and legal obligations
- To improve our design and engagement services
- To provide you with information about events or consultations relevant to your interests

We will only ever ask for information that is necessary for these purposes and will not collect data that constitutes an invasion of privacy.

Legal Basis for Processing

We process your personal data on the following legal grounds:

- Contractual necessity: When needed to fulfil our agreements with you
- Legitimate interests: To improve our services and communications, where this doesn't override your rights
- Consent: Where you have explicitly agreed to specific uses of your data
- Legal obligation: When required by law

Data Sharing Across Our Services

To provide a seamless experience and reduce the need for you to repeat information, we may use your details across our different services (such as design, community engagement, and project management).

By allowing your details to be used in this way, you help us minimise the time taken when you contact us in the future.

Data Retention Periods

We retain your personal data only for as long as necessary to fulfil the purposes for which it was collected:

- Client project data: For the duration of the project plus 12 years (in line with architectural liability periods)
- Community engagement data: Until you withdraw consent
- Marketing communications data: Until you withdraw consent

Your Rights

In agreeing to share your details, you retain all rights as prescribed under the Data Protection Act 2018 and UK GDPR. Archio will continue to apply the highest level of care to safeguard your privacy. Your service entitlement from Archio will not be affected should you decide not to allow your data to be shared in this way.

You have the right to:

- Access the information we hold about you
- Request correction of inaccurate information
- Request deletion of your data in certain circumstances
- Object to processing of your data
- Request restriction of processing
- Data portability (receiving your data in a structured format)

Email Communications

We may occasionally send you email communications about topics that we believe may be of interest to you. You can opt out of these communications at any time.

International Data Transfers

While we primarily operate in the UK, we may use certain tools and services that process data internationally. When this occurs, we ensure appropriate safeguards are in place to protect your data in accordance with UK GDPR requirements.

Analytics Cookies

We use Google Analytics to understand how visitors use our site, which helps us improve user experience. This tool collects anonymous information about:

- The number of visitors to the site
- Which pages are visited
- Which links are clicked
- Where visitors have come to the site from

Google Analytics anonymises IP addresses and data is retained for a maximum of 14 months.

Children's Data Protection

Our services are generally not directed at children under 16. In community engagement settings where young people may participate, we obtain appropriate parental/guardian consent and apply additional safeguards.

Security

We implement appropriate technical and organisational measures to protect your personal data against unauthorised access or processing. This includes:

- Secure storage systems with access controls
- Staff training on data protection
- Regular security assessments

Complaints Process

If you believe we haven't adequately addressed your privacy concerns, you have the right to lodge a complaint with the Information Commissioner's Office (ICO) at www.ico.org.uk.

Changes to This Policy

We may update this privacy policy from time to time. Any changes will be published with an updated revision date.

Contact Us

If you have any questions or concerns about this privacy policy or how we handle your personal data, please contact us at:

Adress: Archio Ltd
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