

# Privacy notice

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## **1.0 Introduction**

1.1 Nathaniel Lichfield & Partners Limited ('Lichfields') is registered with the Information Commissioners Office (registration number Z6193122). Lichfields have created this website on behalf of our client, Rightacres Property Company Limited.

## **2.0 Changes to this privacy notice**

2.1 We keep our privacy notice under regular review. This notice was last revised June 1 2018.

2.2 We may modify or amend this privacy notice from time-to-time at our discretion. When we make changes to this notice we will amend the revision date.

## **3.0 Your rights**

3.1 The GDPR sets legislative requirements for organisations processing personal data which we follow when handling your data:

- 1 the right to be informed;
- 2 the right of access;
- 3 the right to rectification;
- 4 the right to erasure;
- 5 the right to restrict processing;
- 6 the right to data portability;
- 7 the right to object; and
- 8 rights in relation to automated decision making and profiling.

## **4.0 How we use your information on this Website**

4.1 This privacy notice tells you what to expect when Lichfields, or Lichfields on behalf of Rightacres Property Company Limited collects your personal information and how that information is gathered and protected via this Website.

### **Visitors to this Website**

4.2 As a visitor you do not have to submit any personal information in order to use this Website.

4.3 We do not make any attempt to find out the identities of those visiting this Website and we will not associate any data gathered with any personally identifying information from any source.

### **Accuracy and liability**

4.4 We do not provide any warranty or guarantee to the accuracy of the information on this Website. By using this Website you acknowledge that such information may contain inaccuracies or errors. We exclude liability for any such inaccuracies or errors to the extent permitted by law.

- 4.5 Use of any information or materials found on this Website is entirely at your own risk for which we shall not be liable. It shall be your responsibility to ensure any products, services or information available through this Website meets your specific requirements.
- 4.6 This Website contains material which is owned by or licensed to Rightacres Property Company Limited. This material includes, but is not limited to: the wording; design; layout; look; appearance and graphics. Reproduction of any content is prohibited.
- 4.7 Your use of this Website and any dispute arising out of such use of this Website is subject to the laws of England, Northern Ireland, Scotland and Wales.

## **5.0 Use of cookies by Lichfields**

- 5.1 When visiting [www.centralquayconsultation.co.uk](http://www.centralquayconsultation.co.uk) information and details of visitor behaviour patterns is collected. Our data collection methods do not identify individual visitors or collect personal data of any kind.
- 5.2 If we do want to collect personally identifiable information through this Website, we will ask your permission and make it clear at the time of the request what we intend to do with it.

### **What is a cookie?**

- 5.3 A cookie is a small text file which asks permission to be placed on your computer's hard drive. Once you agree the file is added and the cookie helps analyse web traffic data. We use traffic log, analytics, and social media cookies to identify when and how this Website is being used.

### **How we use cookies**

- 5.4 This data helps us analyse web traffic and interactions, which in turn helps us to improve our Website and tailor it to our visitors' needs. We do not use tracking cookies which follow your actions to other sites or continue to gather information about your online activities.
- 5.5 A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. If you don't want to receive cookies you can modify your browser so that it notifies you when cookies are sent to it, or you can refuse cookies altogether.
- 5.6 You can also delete cookies which have already been stored on your computer. If you wish to restrict or block web browser cookies which are set on your device, you can do this through your browser settings. Alternatively, you may wish to visit [www.aboutcookies.org](http://www.aboutcookies.org) which contains comprehensive information on how to do this on a wide variety of desktop browsers.

### **Which cookies we use**

#### *Web analytics cookies*

- 5.7 We use third party services, Google Analytics and Hotjar, to track standard internet log information including: pages visited; duration of visit; referring pages; and page interactions. Privacy policies for these services can be found on their respective websites: 34sp.
- 5.8 We do not make, and do not allow these third parties to make, any attempt to find out the identities of those visiting our Website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

## **Security and performance**

- 5.9 We have in place reasonable commercial standards of technology and operational security to protect all information provided by visitors via this Website from unauthorised access, disclosure, alteration, or destruction.

### **34sp**

- 6.0** 34SP is used to purchase the web domain and host the website. The service has its own privacy statement which can be read here: <https://www.34sp.com/securityandprivacy>

## **7.0 People who email us**

- 7.1 We use SPF and Smart Host technology which utilises Transport Layer Security (TLS) to encrypt and protect email traffic where possible. We are looking at implementing DKIM which will strengthen non TLS email traffic. We scan all emails sent to us, including file attachments, for viruses or malicious software. Please be aware, you are responsible for ensuring any email you send is within the bounds of the law.

## **Complaints or queries**

- 7.2 If you are concerned about personal data practices regarding this Website, please contact us; contact details are in the 'how to contact us' section below. We will respond as soon as possible to your query and always within a month.
- 7.3 Once we have verified your identity, we can: delete; rectify; stop processing; give you access to; or clarify how, we have processed your personal data.

## **Children's privacy protection**

- 7.4 We understand the importance of protecting children's privacy in the interactive online world. This Website is not designed for or intentionally targeted at children. It is not our policy to intentionally collect or maintain information from children.

## **Access to personal information**

- 7.5 Lichfields tries to be as open as we can be in terms of giving people access to the personal information we've processed. Individuals can find out if we hold any personal information by making a 'subject access request' in writing to the Data Protection Officer, contact details can be obtained in the 'how to contact us' section below. If we do hold information about you we will:
- give you a description of it;
  - tell you why we are holding it;
  - tell you who it could be disclosed to; and
  - let you have a copy of the information in an intelligible format.

## **8.0 Links to other websites**

- 8.1 This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on other websites you visit.

## **9.0 How to contact us**

- 9.1 If you have wish to contact us or have further questions regarding data protection, please write to the: Data Protection Officer, 14 Regent's Wharf, All Saints Street, London N1 9RL or email: [dpo@lichfields.uk](mailto:dpo@lichfields.uk)