

Privacy Notice

This privacy policy outlines how and why we collect, store, use and share your personal information. It also explains your rights in relation to this.

In most instances we are considered to be a “controller” of the personal information we process in accordance with the UK GDPR.

Key terms

Who we are	<p>Wyvern Partnership LLP (registered number: OC420302) of 10 Long Street, Devizes, Wiltshire, SN10 1NL</p> <p>In the past we have been known as:</p> <p>Wyvern Partnership - Devizes</p> <p>Wyvern Architects-Devizes Ltd</p>
Data Protection Compliance Manager	Steve Drewett
Personal information	Any information relating to an identified or identifiable individual
Special category personal information	<p>Personal information revealing racial or ethnic origin, political opinions, religious beliefs, philosophical beliefs or trade union membership</p> <p>Genetic and biometric data</p> <p>Data concerning health, sex life or sexual orientation</p>

What personal information we collect about you

To enable us to provide our services to you, we may collect and use the following personal information about you:

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- your name and contact information, including email address and telephone number
- information to enable us to check and verify your identity, e.g. your date of birth
- your billing information, transaction and payment card information
- any proof of disability required
- information relating to a blue badge held by you
- tenancy details
- property reports containing information including but not limited to your address and title number
- relevant medical information or data contained within a medical/quantum report used in litigation cases

As you interact with our website, we will automatically collect technical data about your equipment, browsing actions and patterns. We collect this personal data by using cookies and other similar technologies. Please see our [cookie policy](#) for further details.

How your personal information is collected

This may be from a variety of sources:

- directly from you - in person, by telephone, text, email or when you contact us via our website
- from a third party, e.g. your solicitor, deputy or another expert who may be assisting us/you
- from documents such as bills of works or tender documents from a third-party expert
- from litigation documents (e.g. court schedules, direction orders, schedules of loss)

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How we use your personal information

The law requires us to have a legal basis for collecting and using your personal information. We rely on one or more of the following legal bases:

- **Performance of a contract with you:** Where we need to perform the contract we are about to enter into or have entered into with you.
- **Legitimate interests:** Where it is necessary to conduct our business and pursue our legitimate interests, for example to prevent fraud and enable us to give you the best and most secure client experience. We make sure we consider and balance any potential impact on you and your rights (both positive and negative) before we process your personal information for our legitimate interests. We do not use your personal information for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law).
- **Legal obligation:** Where it is necessary for compliance with a legal obligation that we are subject to. We will identify the relevant legal obligation when we rely on this legal basis.
- **Consent:** We rely on consent only where we have obtained your active agreement to use your personal information for a specified purpose.

Purposes for which we will use your personal information

We have set out below, in a table format, a description of the ways we plan to use your personal information, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

How we use your personal information	Legal basis
To provide services to you and manage our relationship with you	For the performance of our contract or for pre-contractual requirements
To prevent and detect fraud	For our legitimate interests or those of a third party, i.e. to minimise fraud that could be damaging for us and/or for you

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How we use your personal information	Legal basis
<p>To conduct checks to verify the identity of our clients</p> <p>Other processing necessary to comply with professional, legal and regulatory obligations that apply to our business, e.g. under health and safety regulation or rules issued by our professional regulator</p>	<p>To comply with legal and regulatory obligations</p>
<p>For gathering and providing information necessary for audit, for enquiries or investigations by regulatory bodies</p>	<p>To comply with legal and regulatory obligations</p>
<p>To ensure operational and business policies are adhered to, e.g. statistical analysis, training, quality control and policies covering security and internet use</p>	<p>For our legitimate interests or those of a third party</p>
<p>To prevent unauthorised access and modifications to systems</p>	<p>For our legitimate interests or those of a third party, e. g. to prevent and detect criminal activity</p> <p>To comply with legal and regulatory obligations</p>
<p>To update client records</p>	<p>For the performance of our contract with you or for pre-contractual requirements</p> <p>To comply with legal and regulatory obligations</p> <p>For our legitimate interests or those of a third party, e.g. ensuring we can keep in touch with our clients</p>

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How we use your personal information	Legal basis
For statutory returns	To comply with legal and regulatory obligations
To ensure safe working practices, staff administration and assessments	To comply with legal and regulatory obligations For our legitimate interests or those of a third party, to ensure “best practice” in our work

The above table does not apply to special category personal information, which we shall only process with explicit consent from solicitors or yourself.

Sharing your personal information

We may share your personal information where necessary with the parties set out below for the purposes set out in the table above.

- third parties we use to help deliver our services to you, e.g. payment service providers, building contractors, planners, surveyors, consultants, specialist contractors or sub-contractors
- other third parties we use to help us run our business, e.g. website host
- our bank
- our IT Company
- our advisors e.g lawyers and accountants

Contractual obligations are imposed on our service providers who act as data processors on our behalf and they are only permitted to handle personal information if we are satisfied they have taken appropriate measures to protect it. Information may also be shared with external auditors, e.g. in relation to ISO accreditation and the audit of our accounts.

Information may be disclosed and exchanged with law enforcement agencies and regulatory bodies to comply with legal and regulatory obligations.

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In the event of a sale or re-structuring of all or part of our business or assets, we may need to share some personal information with other parties. Where possible, this information will be anonymised. The recipient of any personal information will be bound by confidentiality obligations.

Other communications / Opting out

We may use your personal information to send you updates (by email, text message, telephone or post) about the services we provide.

We will never share your personal information with other organisations for marketing purposes. Where you have already consented, you then have the right to opt out of receiving such communications at any time:

Contact us at:

FAO Data Protection Compliance Manager

Wyvern Partnership LLP
10 Long Street

Devizes

Wiltshire

SN10 1NL

We may ask you to confirm or update your preferences if you instruct us to provide further services in the future, or if there are changes in the law, regulation, or the structure of our business.

Where your personal information is held

Information will be held at our offices and those of our third-party agencies, service providers, representatives and agents as described above (see '**Sharing your personal information**').

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Some of these third parties may be based outside the UK. For more information, including on how we safeguard your personal information when this occurs, see '**Transferring your personal information out of the UK**' below.

How long your personal information is kept

We shall keep your personal information whilst providing services to you and thereafter:

- to respond to any questions, complaints or claims made by you or on your behalf
- to show that we treated you fairly
- to keep records required by law

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you. Varying retention periods apply to different types of data and processing reasons. For more details on how long your information is stored, please request a copy of our Data Retention Policy.

When it is no longer necessary to retain your personal information, it will be deleted or anonymised.

Keeping your personal information secure

Security measures are in place to prevent personal information being lost or accessed/used unlawfully. IT systems are encrypted to help protect data. Processing of your information in all cases is subject to a duty of confidentiality.

Procedures are in place to deal with any suspected data security breach and we will notify you and any applicable regulator of a breach where we are legally required to do so.

Transferring your personal information out of the UK

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It may be necessary for us to share your personal information outside UK if

- the relevant service providers (or you) are located outside the UK
- there is an international dimension to the services we are providing for you – for example, if you were injured/have an ongoing legal dispute outside the UK or if property is being sought outside the UK and we therefore require expert assistance in that country

These transfers are subject to special rules under UK data protection law.

The following countries to which we may transfer personal information have been assessed as providing an adequate level of protection for personal information:

- Andorra
- Argentina
- Canada (commercial organisations)
- European Economic Area (EEA) countries
- Faroe Islands
- Guernsey
- Israel
- Isle of Man
- Japan (partial finding only)
- Jersey
- New Zealand
- Switzerland
- Uruguay
- United States (limited to the Privacy Shield framework)

Whenever we transfer your personal data out of the UK to countries that have not been deemed to provide an adequate level of protection for personal data, we ensure a similar degree of protection is afforded to it by ensuring that we use specific standard contractual terms approved for use in the UK which give the transferred personal data the same protection as it has in the UK, namely the International Data Transfer Agreement or The International Data Transfer Addendum to the European Commission's standard contractual clauses for international data transfers. .

If you would like further information, please contact us.

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Your rights

You have a number of rights under data protection laws in relation to your personal information, as follows. :

Access	The right to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
Rectification	The right to require us to correct any mistakes in your personal information
To be forgotten	The right to require us to delete or remove your personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.
Restriction of processing	The right to require us to restrict processing of your personal information in one of the following scenarios: <ul style="list-style-type: none"> • If you want us to establish the data's accuracy; • Where our use of the information is unlawful but you do not want us to erase it; • Where you need us to hold the information even if we no longer require it as you need it to establish, exercise or defend legal claims; or • You have objected to our use of your information but we need to verify whether we have overriding legitimate grounds to use it..

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Data portability	The right to receive the personal information you provided to us in a structured, commonly-used and machine-readable format and/or to transmit that data to a third party. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
To object	The right to object to your personal information being processed where we are relying on a legitimate interest (or those of a third party) as the legal basis for that particular use of your information. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your right to object.
Not to be subject to automated individual decision-making	The right not to be subject to a decision based solely on automated processing (including profiling) that affects you legally or in a similarly significant way

For further information on these rights, including the circumstances in which they apply, please contact us or see the [Guidance from the UK Information Commissioner's Office \(ICO\) on individuals' rights under the General Data Protection Regulation](#).

To exercise any of the above rights, email, call or write to us (details below). Please:

- give us enough information to identify you (i.e. your full name, address and job reference number)
- provide proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill)
- let us know the right you wish to exercise and the information to which your request relates

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we could refuse to comply with your request in these circumstances.

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We try to respond to all legitimate requests within one month. Occasionally it could take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

How to contact us

Please contact us by post, email or telephone if you have any questions about this privacy policy or the information we hold about you.

Address: Wyvern Partnership LLP (Data protection)
10 Long Street
Devizes
Wiltshire
SN10 1NL

Email: DPCM@wyvernpartnership.co.uk

Telephone: 01380 723532

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ICO contact details

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK regulator for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

Do you need extra help?

If you would like this notice in another format (for example audio, large print, braille) please contact us (see above).

Changes to this privacy policy

Our privacy notice will be subject to regular review and may change. This privacy notice was last updated on 16 May 2024. Historic version can be obtained by contacting us.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us, for example a new address or email address.

Third-party links

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy policy of every website you visit.