

Privacy Policy

Why we value your privacy

David Murray Associates Limited (DMA) is a limited company incorporated in 1993, formed for the sole purpose of providing architectural services to individual clients and businesses. DMA is a Royal Institute of Architects in Scotland (RIAS) Chartered Practice and all Architects employed by DMA are registered with the Architects Registration Board (ARB).

We value your privacy as much as we do our own, so we're committed to keeping your personal and business information safe. We're uncomfortable with the information companies, governments, and other organisations keep on file, so we ask for only the bare minimum from our clients and prospective clients. We'll never use your personal information for any reason other than that for which it was given, and we'll never give anyone access to it unless we're forced to by law.

What we need

DMA will be a "controller" of the personal information that you provide to us by email or through our website contact form. Personal data may be disclosed to a third party strictly for the purposes of enabling us to fulfil our architectural remit. We may share your personal data only with an appointed consultant, such as quantity surveyor, engineer, land surveyor etc. Under these circumstances the third party will become a controller of the disclosed personal data.

Prospective clients' personal data:

When you contact DMA by telephone or email to enquire about our services we will ask you for the following personal information:

- Name, site address, email address, a contact telephone number.

Clients' personal data:

When we quote for services and you become a client of DMA we will require the following personal information:

- Name, billing address, site address (if different), email address, contact telephone numbers.

Why we need your personal information – contractual purposes

Client's personal data:

We need to collect our clients' personal information so that we can manage your contract. We will use our clients' personal information to:

- Provide you with architectural services, including using your personal details (as Applicant) to make formal applications for planning permission or building warrant to the local authority;

- Send you communications by post or email to enable us to carry out our professional services as per our engagement.

If you do not provide us with all of the personal information that we need to collect then this may affect our ability provide architectural services.

Why we need your personal information – legitimate purposes

Clients' personal data:

We also process our clients' personal information in pursuit of our legitimate interests to:

- Invite you to review our services on social media for the purposes of marketing and promotion;
- Request permission to take photographs of your completed project for inclusion on our website and/or social media for the purposes of marketing and promotion;
- Enable us invite you as guests to any awards dinner / ceremony, in the event your project has won or been shortlisted for a design award;
- Respond to and communicate with you regarding your questions, comments, support needs or complaints. We will use your personal information to investigate and resolve any complaint in line with our Complaints Handling Policy, which can be provided on request using the contact details noted below.

Prospective clients' personal data:

We require any prospective client's name and a site address to facilitate an initial consultation on site (free of charge). We need a contact telephone number in case we need to contact you at short notice regarding the appointment and we need an email address to follow up with a formal fee offer.

Where we process your personal information in pursuit of our legitimate interests, you have the right to object to us using your personal information for the above purposes. If you wish to object to any of the above processing, please contact us on 01224 709600. If we agree and comply with your objection, this may affect our ability to undertake the tasks above for the benefit of you as a member.

Why we need your personal information – legal obligations

Clients' personal data:

For client projects, processing an individual's personal data is necessary for performance of a contract to which the individual is party.

Prospective clients' personal data:

Processing an individual's personal data is necessary in order to take steps at the request of a data subject prior to entering into a contract.

Other uses of your personal information

We may ask you if we can process your personal information for additional purposes. Where we do so, we will provide you with an additional privacy notice with information on how we will use your information for these additional purposes.

Who we share your personal information with

Clients' personal data:

We may be required to share personal information with statutory or regulatory authorities and organisations to comply with statutory obligations. Such organisations may include (but may not be limited to) Local Authorities such as Aberdeen City Council, Aberdeenshire Council and the Health & Safety Executive.

We may also share personal information with our professional and legal advisors for the purposes of taking advice.

DMA employs third party suppliers to provide services, including IT and accountancy services. These suppliers may process personal information on our behalf as "processors" and are subject to written contractual conditions to only process that personal information under our instructions and protect it.

In the event that we do share personal information with external third parties, we will only share such personal information as is strictly required for the specific purposes and take reasonable steps to ensure that recipients shall only process the disclosed personal information in accordance with those purposes.

How we protect your personal information

Clients' personal data:

Your personal information is stored securely in Archioffice, a cloud-based project management database and it is also stored on our local server. Project-related emails are stored in cloud-based shared emails folders within Office 365 and copies of invoices and accepted fee proposals are stored within Dropbox. This information is accessed only by our staff for the purposes set out above and access to each area is individually password protected.

Prospective clients' personal data:

The personal information we store is restricted to the following:

- Emails sent by you either directly or via the contact form on our website.
- Emails sent by DMA in response to the enquiry generated.
- Appointment details stored in our Outlook calendar.
- Fee proposal letters stored electronically in Dropbox.

Our website may use cookies or scripts but cannot track the websites you visit and cannot identify you. Use of analytics is solely to count website visits.

How long we keep your personal information

Clients' personal data:

The RIAS recommends that all drawings, models, information, data and correspondence should be retained from initial contact with a client for a minimum period of 20 years for large jobs and ongoing commissions. We will only keep your personal information for as long as necessary to provide you with architectural services. Unless you ask us not to, we will review and possibly delete your personal information where you have not renewed your contact with us for 5 years. We may keep certain personal information of clients for longer in the event of a claim against DMA.

Prospective clients' personal data:

We will keep your personal information for a period of 18 months from the date of first contact, or until such time as you notify us that you wish to decline our offer (whichever date is sooner).

Your rights

You can exercise any of the following rights by writing to us at David Murray Associates, The Radar Station, Donmouth Road, Bridge of Don, Aberdeen AB23 8DR or admin@dma-architects.co.uk.

Your rights in relation to your personal information are:

- you have a right to request access to the personal information that we hold about you by making a "subject access request";
- if you believe that any of your personal information is inaccurate or incomplete, you have a right to request that we correct or complete your personal information;
- you have a right to request that we restrict the processing of your personal information for specific purposes; and
- if you wish us to delete your personal information, you may request that we do so.

Any requests received by DMA will be considered under applicable data protection legislation. If you remain dissatisfied, you have a right to raise a complaint with the Information Commissioner's Office at www.ico.org.uk