

# Privacy Policy



## Planning Potential's Privacy Policy

This privacy policy explains how Planning Potential uses the personal data we collect from you when you use our website.

### What data do we collect?

Planning Potential collects the following data:

- Personal Identification information (Name, email address, phone number, postal address etc.)
- Any Feedback you provide and questions you raise voluntarily through our feedback form on the 'Contact us' page

### How do we collect your data?

You directly provide Planning Potential with most of the data we collect. We collect data and process data when you:

- Register your details and provide comments online
- Use or view our website via your browser's cookies

### How will we use your data?

Planning Potential collects your data so that we can:

- Keep you informed about projects and services that may be of interest to you

### How we store your data?

In all circumstances, Planning Potential stores your data with appropriate security measures in place to ensure it is protected.

### Marketing

Planning Potential would like to keep you informed about projects, services and industry news that we believe may be of interest to you.

If you have agreed to receive updates, you may always opt out at a later date.

You have the right at any time to stop Planning Potential from contacting you.

### What are your data protection rights?

Planning Potential would like to make sure you are fully aware of all your data protection rights. Every user is entitled to the following:

**The right to access** – You have the right to request Planning Potential for copies of your personal data.

**The right to rectification** – You have the right to request that Planning Potential correct any information you believe is inaccurate. You also have the right to request Planning Potential to complete the information you believe is incomplete.

**The right to erasure** – You have the right to request Planning Potential erase your personal data, under certain conditions.

**The right to restrict processing** – You have the right to request that Planning Potential restrict the processing of your personal data, under certain conditions.

#### Planning Potential Ltd London

Magdalen House  
148 Tooley Street  
London SE1 2TU  
T: 020 7357 8000

#### Harrogate

Suite 16, 1 Cardale Park  
Beckwith Head Road  
Harrogate HG3 1RY  
T: 01423 502 115

#### Bristol

Origin Workspace  
40 Berkeley Square  
Bristol BS8 1HP  
T: 0117 214 1820

#### Newcastle

Alderman Fenwick's House  
98-100 Pilgrim Street  
Newcastle Upon Tyne  
Tyne &Wear NE1 6SQ Y  
T: 0191 8202 006

**The right to object to processing** – You have the right to object to Planning Potential’s processing of your personal data, under certain conditions.

**The right to data portability** – You have the right to request that Planning Potential transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email: [info@planningpotential.co.uk](mailto:info@planningpotential.co.uk)

Call us: 020 7357 8000

Or write to us: Planning Potential, Magdalen House, 148 Tooley Street, London SE1 2TU.

## Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our website, we may collect information from you automatically through cookies or similar technology.

For further information, visit [www.allaboutcookies.org](http://www.allaboutcookies.org)

## How do we use cookies?

Planning Potential uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website

## What type of cookies do we use?

Our website uses a maximum of four different cookies which are purely functional whilst the session is active. Two of them expire 30 minutes after the last page they look at is accessed.

- **Functionality** – Planning Potential uses these cookies to recognise you as an unidentified individual as you browse our website throughout your session. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.

## How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

## Privacy policies of other websites

The Planning Potential website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

## Changes to our privacy policy

Planning Potential keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 26 July 2019.

## How to contact us

If you have any questions about the Planning Potential privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: [info@planningpotential.co.uk](mailto:info@planningpotential.co.uk)

Cal us: 020 7357 8000

Or write to us: Planning Potential, Magdalen House, 148 Tooley Street, London SE1 2TU

### How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Planning Potential has not addressed your concern in a satisfactory manner, you may contact the information Commissioner's Office.

Helpline number: 0303 123 1113

Further information is available on their website: [www.ico.org.uk](http://www.ico.org.uk)