



Richard Parr + Associates is a private limited company providing architectural and interior design services. This Privacy Policy and Cookie Policy explains our policies regarding the collection, use and disclosure of any personal information we hold about you.

This policy only applies to Richard Parr + Associates, and does not apply to any other business linked to you through RP+A communications such as links to other websites.

We have divided our Privacy Policy into three areas in which Richard Parr + Associates collects personal information as a company. These areas are stated below with an explanation of what they are, how we collect your information, what information that is and how we use it.

Not all areas will apply to you and will depend on your relationship with Richard Parr + Associates, however they will enable you to clearly identify how we have collected your personal data, what data that is and how we intend to use it.

## Marketing Communications.

Communication with individuals for brand exposure and the promotion of product and services provided by RP+A.

### What information do we collect about you and how do we collect it?

If and when you voluntarily sign up to our email newsletters (Trove) via the Richard Parr + Associates website we will collect your personal email address.

Website usage and behaviour information is also collected using cookies. Please see our cookie policy below.

### How will we use the information about you?

If you have voluntarily signed up to our newsletter, your email address will get added to our 'subscribers list' via the third-party email platform [Mailchimp](#). We will then use this information to send email newsletters containing the latest 'Trove' (RP+A brand content).

We do not use your email address to email you about products or services that we sell as a company.

We do not share your information for marketing purposes with companies outside of RP+A.

We use your information collected via the cookies from our website to analyse user behaviour on our website. We use this analysis to optimise our websites design and layout, as well as to track user numbers and website exposure, ultimately helping to track marketing efforts.

## Business to Business Communications.

Communication with individual employees within any other business for project collaboration opportunities and current or future, joint project communication.

### What information do we collect about you and how do we collect it?

Your information is collected during a business / networking interaction in person or via an email exchange, introduced by a mutual contact. Your information may have also been collected during a phone call or email made by you to any employee at Richard Parr + Associates.

Alternatively, your information may have been obtained by an RP+A employee through contact information made publicly available.



All information of individual employees at various businesses relevant to RP+A is stored on our CRM (Customer Relationship Management) database using a third party company - [Hubspot](#).

Information collected can include name, job title, telephone number, business name, business address and business website, as well as the individual employee email address – if these details have been made available.

If your individual employee details are stated on an invoice charged to Richard Parr + Associates, these details will be kept in the form of that invoice on our secure business server within the accounts files for 7 years.

## How will we use the information about you?

We will use your information to communicate with you for business to business purposes on the basis that there is mutual interest for both parties. This will be via phone or email.

We may add your email address to a list on our email newsletter platform [Mailchimp](#). This will be used to send any mass communication to other businesses regarding RP+A company updates, or potential opportunities with us. These emails are very infrequent and the list of receivers is very well considered in terms of appropriate content.

RP+A use your information to store on our [Hubspot](#) CRM database. It is entered manually by an RP+A employee. We use this database for future communications regarding current, previous or future business.

We may also use your address information to send you direct mail in the form of a Christmas card. This is currently the only direct marketing mail sent by Richard Parr + Associates.

In the event you provide us with personal data about a third party, you warrant that you have obtained the express consent from the third party for the disclosure and use of their personal data

## Business to Client Communications.

Communication with individuals who are either past, current or potential clients of Richard Parr + Associates who use or are interested in using our services.

## What information do we collect about you and how do we collect it?

Your information is collected through initial contact made by you to any employee at Richard Parr + Associates regarding the use of our services via phone, email or personal interactions.

Information collected from you (before any legal agreement is signed) includes name, address, telephone numbers and email addresses. We may also ask your job sector and job title.

We don't take or store any personal finance information from clients.

## How will we use the information about you?

Your contact information will be stored on our CRM database using a third-party platform - [Hubspot](#). We use this database to store your details and record important notes on the communication between us. This enables us to provide a better quality service by staying up-to-date with all communications and ensuring we contact you regarding your projects or potential projects in appropriate time frames.

Your personal information is also stored in our secure business server for the duration of the project length and 7 years after the defect period. Only RP+A employees have access to this server and will access your personal information for project use only. This is covered within the business to client contract signed by both parties at the start of the project.

We may also use your address information to send you direct mail in the form of a Christmas card. This is currently the only direct marketing mail sent by Richard Parr + Associates.

In the event you provide us with personal data about a third party, you warrant that you have obtained the express consent from the third party for the disclosure and use of their personal data.

## Access to your information, correction and opting out.

You have the right to request a copy of the information that we hold about you. If you would like a copy of your personal information, please email [lucyh@richardparr.com](mailto:lucyh@richardparr.com) or write us at: Richard Parr + Associates, Easter Park, Nympsfield, Stonehouse, Gloucestershire, GL10 3UL.

If you have signed-up to receive our Trove marketing communication emails you may opt-out at any time via the opt-out option at the bottom of the emails. Alternatively, you can email [lucyh@richardparr.com](mailto:lucyh@richardparr.com) with the email address you would like to unsubscribe from our list and your data will be deleted from all databases.

Similarly, if you are an individual employee and would not like to receive any business to business communication from Richard Parr + Associates you can email [lucyh@richardparr.com](mailto:lucyh@richardparr.com), stating the details you would like taking off of our database.

## Changes to our Privacy Policy

We keep our privacy policy under regular review and we place any updates on this document which can be accessed via our website or via a link through any emails sent by an RP+A employee.

This Privacy Policy was last updated on the 11/05/18.

## Security

We take privacy very seriously and will not share your information with anyone outside of Richard Parr + Associates.

On an occasion that individual employee information is shared with outside employees to RP+A, it will be on the grounds of legitimate interest.

## Cookie Policy

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports of website activity.

For further information visit: <https://www.aboutcookies.org/> or <http://www.allaboutcookies.org/>

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser.

Cookies help us to analyse user behaviour on our website. We use this analysis to optimise its design and layout to deliver a better service, as well as to track user numbers and website exposure, ultimately helping to track marketing efforts.

## How to contact us...

Please contact us if you have any questions about our privacy policy and cookie policy or the information we hold about you:

- email: [lucyh@richardparr.com](mailto:lucyh@richardparr.com)

- phone: 01453 860200

- or write to us at: Richard Parr + Associates, Easter Park, Nympsfield, Stonehouse, Gloucestershire, GL10 3UL.