POIPÃO DRAFTING & DESIGN

PRIVACY NOTICE

How we collect, use and protect personal information

Effective date	1 September 2026
Version	1.0
Data controller	Poipão Drafting & Design
Contact email	info@poipaodraftingdesign.com

Poipão Drafting & Design respects your privacy and is committed to handling personal information responsibly. This notice explains what personal information we may collect, why we use it, who we may share it with, how long we keep it and the rights available to you.

This notice is intended for clients, prospective clients, professional contacts, suppliers and other individuals whose personal information we handle in connection with our architectural technician, drafting, design and visualisation services.

1. Who is responsible for your information

Poipão Drafting & Design is the data controller for personal information covered by this notice. This means we decide why and how that information is used.

For privacy enquiries or requests relating to your personal information, contact us using the business email shown at the beginning of this notice.

2. Personal information we may collect

We may collect information that is reasonably necessary to respond to enquiries, prepare quotations, manage projects, provide services, issue invoices and maintain business records.

Depending on the project, this may include your name, email address, telephone number, correspondence address, project or property address, project requirements, correspondence, quotations, contracts, invoice and payment records, drawings and documents you provide, photographs, survey information, and records of project decisions or instructions.

We do not intentionally seek special category personal data unless it is genuinely necessary for a specific purpose. If unusual or sensitive information is required, we will consider the appropriate legal basis and safeguards before using it.

3. How we obtain personal information

We normally receive personal information directly from you when you contact us, request a quotation, instruct us, provide project information or correspond with us.

We may also receive relevant information from people or organisations involved in your project, such as architects, surveyors, engineers, builders, developers, planning consultants, local authorities or other professional advisers, where this is appropriate to the project.

4. Why we use your information

We may use personal information to respond to enquiries; prepare quotations and proposals; enter into and administer contracts; deliver architectural technician, drafting, design and visualisation services; communicate about a project; coordinate with authorised project participants; manage invoices and payments; maintain project and business records; deal with complaints or disputes; meet legal, regulatory, tax, accounting or insurance obligations; and protect our legitimate business interests.

5. Our lawful bases

We only use personal information where we have an appropriate lawful basis.

Contract: We may use your information where this is necessary to take steps at your request before entering into a contract, such as preparing a quotation, or to perform our contract with you.

Legal obligation: We may use or retain information where this is necessary to comply with a legal obligation that applies to us.

Legitimate interests: We may use information where this is necessary for legitimate business interests and those interests are not overridden by your rights and freedoms. These interests may include maintaining appropriate business and project records, protecting or defending legal rights, maintaining security, and managing professional relationships.

Consent: Where consent is the appropriate lawful basis, we will ask for it. You may withdraw consent at any time, although this does not affect processing that was lawful before withdrawal.

6. Sharing personal information

We do not sell your personal information.

Where reasonably necessary for your project or our business operations, information may be shared with authorised architects, engineers, surveyors, builders, developers, planning consultants, Building Control bodies, local authorities, other project consultants, professional advisers, insurers, accountants, IT or cloud service providers, and other suppliers that support delivery of our services.

We will only share information that is reasonably necessary for the relevant purpose. Independent third parties are responsible for their own compliance with data protection law where they act as separate controllers.

7. International transfers

Some technology or cloud service providers may store or process information outside the UK. Where personal information is transferred internationally, we will take reasonable steps to ensure that an appropriate legal transfer mechanism or safeguard applies where required.

Specific providers and transfer arrangements should be reviewed as the business systems used by Poipão Drafting & Design are finalised.

8. How long we keep information

We keep personal information only for as long as reasonably necessary for the purpose for which it was collected, including any period needed for legal, tax, accounting, insurance, contractual or professional record-keeping requirements.

Project files may need to be retained after a project has finished so that there is an appropriate record of the services provided and documents issued. The precise retention period may depend on the type of project, contractual arrangements, insurance requirements and applicable limitation periods.

When information is no longer required, we will take reasonable steps to delete, destroy or anonymise it securely.

9. Keeping information secure

We take reasonable organisational and technical steps to protect personal information against unauthorised access, accidental loss, misuse, alteration or disclosure.

These measures may include access controls, password protection, appropriate device and account security, secure cloud storage and limiting access to information to those who reasonably need it.

10. Your data protection rights

Depending on the circumstances and the lawful basis being used, you may have rights to request access to your personal information; ask us to correct inaccurate or incomplete information; request deletion of information; request restriction of processing; object to certain processing; receive certain information in a portable format; and withdraw consent where processing is based on consent.

These rights are not absolute in every situation. If you make a request, we may need to verify your identity and may explain if a particular right does not apply.

Right to object: Where we rely on legitimate interests, you may have the right to object to the use of your personal information. You have an absolute right to object to the use of your personal information for direct marketing.

11. Marketing

We may communicate with existing or prospective professional contacts about our services only where permitted by applicable data protection and electronic marketing rules.

Where consent is required for a particular type of marketing, we will seek it. You can ask us to stop sending direct marketing communications at any time.

12. Complaints

If you have a concern about how we use your personal information, please contact Poipão Drafting & Design first so that we have an opportunity to investigate and respond.

You also have the right to complain to the Information Commissioner's Office (ICO), the UK's data protection regulator. Current contact and complaint information is available from the ICO.

13. Changes to this notice

We may update this Privacy Notice when our services, business systems or legal obligations change. The latest version should show its effective date and version number at the beginning of the document.

BEFORE FIRST USE

Complete the business contact details and effective date. Once your email, cloud storage, accounting, payment, file-sharing and other service providers are finalised, review sections 6 and 7 so the notice accurately reflects how Poipão Drafting & Design actually handles information.

This is a practical business template and not a substitute for individual legal advice. Data protection guidance can change, so the final operational version should be checked against current ICO guidance.