

## **MAZE Planning Solutions - Customer privacy notice**

This privacy notice tells you what to expect us to do with your personal information.

### Contact details

#### Post

Maze Planning Solutions, 3 Piccadilly Place, Manchester, M1 3BN

#### Telephone

0161 3272202

#### Email

info@mazeplanning.co.uk

### What information we collect, use, and why

We collect or use the following information to **provide services**:

- Names and contact details
- Addresses
- Records of meetings and decisions
- Information relating to compliments or complaints

We collect or use the following information to **comply with legal requirements**:

- Name
- Contact information
- Financial transaction information
- Health and safety information

We collect or use the following information for **public consultation on proposed property developments**:

- Names and contact details
- Records of meetings and decisions
- Information relating to compliments or complaints

## Lawful bases

Our lawful bases for collecting or using personal information to **provide services** are:

- Consent
- Contract
- Legal obligation

Our lawful bases for collecting or using personal information for **legal requirements** are:

- Consent
- Contract
- Legal obligation

Our lawful bases for collecting or using personal information for **public consultation on proposed property developments** are:

- Consent

## Where we get personal information from

- People directly
- Councils and other public sector organisations
- Publicly available sources

## How long we keep information

MAZE Planning Solutions is regulated by the Royal Institution of Chartered Surveyors (RICS). RICS requires **project information** to be retained for a minimum of 6 years following the completion of a project. All project data will be kept for at least 6 years then reviewed and deleted if no longer required for regulatory compliance.

Personal information relating to **clients, suppliers and other contacts** needed for day-to-day operation of the business will be retained until such time as the client, supplier or contact relationship come to an end and all cases subject to compliance with the 6-year RICS retention period for project information.

To comply with RICS requirements personal information gathered in connection with **public consultation on proposed property developments** will be kept 6 years after completion of a project, then reviewed and deleted if no longer required for regulatory compliance

## Who we share information with

Others we share personal information with

- Professional or legal advisors
- Relevant regulatory authorities
- Professional consultants
- Organisations we're legally obliged to share personal information with

## Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal data.

**Your right to rectification** - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal data in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

**Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

## How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

## Last updated

13 June 2024