Privacy Policy

At Studio 23a Ltd, we respect your privacy and are committed to protecting the personal information you share with us. This Policy explains how we collect, use, store, and disclose your personal information when you visit our website or engage with our services.

Information We Collect

We collect information to provide better design services, process project inquiries, and communicate effectively with our clients, including

- Personal Information You Provide Directly:
    - **Contact Details:** Name, email, phone number, and mailing address when you contact us, request a site consultation.
    - **Project Details:** Site address, budget, design preferences, property details, planning permission history, or photos/sketches you upload or share with us.
    - **Billing Information:** Payment details, invoicing addresses, and bank details (for paid consultations or services).
- Information Collected Automatically
    - **Usage Data:** IP address, browser type, device information, pages visited, and time spent on our website via cookies or basic web analytics tools.

How We Use Your Information

We use your personal data for the following purposes:

- **To Deliver Our Service:** Preparing design proposals, planning applications, feasibility studies, building regulations packages, and project admin.
- **Communication:** Responding to contact form inquiries, providing quotes, and scheduling site visits.
- **Third-Party Submissions (With prior approval):** Submitting documents to local authorities/councils on your behalf.
- **Website Improvement:** Analysing website performance to ensure our portfolio and services are easy to access and navigate.

Sharing Your Information

We do not sell, rent, or trade your personal information to third parties. We only share information when necessary to carry out our services or as required by law:

- **Local Planning Authorities:** When submitting planning permissions, building control applications, or regulatory notices for a project.
- **Consultants & Contractors:** Structural engineers, land surveyors, heritage consultants, or contractors working on a project (with prior approval).
- **Service Providers:** Website hosting providers, email platforms, and accounting/invoicing software used to manage our business operations.
- **Legal Requirements:** If required to do so by law, court order, or governmental authority.

Cookies and Web Analytics

Our website uses standard cookies and analytics tools (e.g., Google Analytics or host platform analytics) to understand visitor traffic and improve user experience. You can choose to disable or block cookies through your browser settings at any time.

Data Security and Retention

We implement appropriate measures to safeguard your personal data against unauthorised access, loss, or disclosure.

- **Retention:** We retain client project records and personal information only as long as necessary to fulfil the purposes outlined in this policy or to satisfy legal, tax, or professional compliance requirements.

Your Rights

Depending on your local regulations, you have the right to:

- Access the personal information we hold about you.
- Request corrections to inaccurate or incomplete data.
- Request the erasure of your personal data ("Right to be Forgotten"), subject to regulatory/contractual requirements.
- Opt out of any marketing or promotional communications.
- To exercise any of these rights, please contact us at **hello.studio23a@gmail.com**

Third-Party Links

Our website may contain links to external sites (e.g., local council planning portals, supplier sites, or social media pages). We are not responsible for the privacy practices or content of these external platforms.