

Our contact details

*Email:*enquiries@lucaniaprojects.co.uk
Address: 30 City Road, London, EC1Y 2AB

The type of personal information we collect:

We currently collect personal information received via our website enquires. The information provided to us is contact information:

- ✓ Name
- ✓ Email Address
- ✓ Telephone

We collect and retain this information in order to respond to enquiries. Once we have responded to enquiries we will either:

- ✓ Delete all personal information relating to an enquiry
- ✓ Retain personal information relating to the enquirer where further interaction is anticipated or scheduled. Information will be retained only with permission and only for the duration of relevant communication and interaction.

Why we might hold personal information:

We retain personal information from enquiries in order to:

- ✓ Follow up enquiries
- ✓ Provide or send requested information to the enquirer
- ✓ Where relevant arrange further or future communication or meeting with enquirer

Unless we have been given direct and express permission from the enquirer, we never pass on personal information to a third party.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- ✓ **We have a legitimate interest.**

How we store your personal information:

- ✓ Your information is securely stored.

How long we store your personal information:

Tell people how or where you keep their personal information, how long you intend to keep it for and then how you intend to securely destroy or dispose of it. You need to do this for every type of information you hold.

- ✓ Until your enquiry is completed to your satisfaction at which time it is destroyed securely.

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 information.

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

Please contact us at enquiries@lucaniaprojects.co.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at enquiries@lucaniaprojects.co.uk.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>