

Privacy Policy - Isle Architects Ltd

Monday, April 13, 2026

Isle Architects Ltd is committed to protecting and respecting your privacy. This notice explains how we collect, use, and protect your personal information in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and guidance from the Information Commissioner's Office (ICO).

1. Who we are and how to contact us

Isle Architects Ltd is an architectural practice providing design, planning, and consultancy services. We are the data controller for the personal information we process.

Our contact details:

Isle Architects Ltd

RIBA Chartered Practice / www.iarchitects.co.uk

Lodge Farm / Hawkes Lane, Bracon Ash / NR14 8EW Norwich

M: 07979 158 440 T: 01508 578 599

Company reg 15210100

If you have any questions about this privacy notice or how we use your information, please contact us using the details above.

We are not required to appoint a data protection officer; if this changes, we will update this notice.

2. What information we collect

We collect and use different types of personal information depending on how you interact with us. This may include:

- Contact details such as your name, address, email address, and telephone number
- Information about your enquiry or project, including property details and any relevant planning or design information
- Information you provide via our website forms or when you communicate with us by email, phone, post, or in person
- Records of our correspondence and project files
- Technical information such as IP address, browser type, and how you use our website (through cookies and similar technologies)

We may also collect limited information about other individuals involved in a project (for example, other owners, neighbours, consultants, or contractors) where this is necessary to deliver our services.

We do not intentionally collect special category data (for example health information) unless it is strictly necessary for a specific project and you have provided it to us.

3. How we get your information

Most of the personal information we process is provided directly by you when you:

- Contact us with an enquiry
- Ask us to prepare a proposal or fee estimate

- Instruct us to provide architectural services
- Sign up to receive information from us
- We may also receive information:
 - From consultants, contractors, or other professionals involved in your project
 - From planning authorities and other public bodies (for example, planning application documents)
 - From publicly available sources such as the Land Registry or local authority planning portals, where relevant to your project

4. How we use your information and our lawful bases

We use your personal information for the following purposes, and we must have a lawful basis for each use.

We use your information to:

- Respond to enquiries and provide you with information about our services (contractual necessity; legitimate interests)
- Prepare and deliver architectural, planning, and consultancy services you have requested (contractual necessity)
- Manage projects, maintain records, and communicate with you and other project stakeholders (contractual necessity; legitimate interests)
- Issue and manage invoices, payments, and accounts (contractual necessity; legal obligation)
- Meet our legal, regulatory, insurance, and professional obligations, including those set by the Architects Registration Board and other regulators (legal obligation; legitimate interests)
- Maintain and improve our website, services, and business processes, including monitoring website usage and security (legitimate interests)

Where we rely on legitimate interests, these include running and developing our practice, delivering high-quality architectural services, and protecting our business and clients.

We will only send you marketing communications (for example, newsletters or updates about our services) if we have your consent or can rely on our legitimate interests in line with data protection law. You can ask us to stop at any time (see "Your rights" below).

We do not carry out automated decision-making or profiling that has legal or similarly significant effects on you.

5. Sharing your information

We may share your personal information with:

- Consultants, contractors, and other professionals involved in your project (for example structural engineers, planning consultants, quantity surveyors, other designers, and specialist advisers)
- Professional advisers such as lawyers, accountants, and insurers
- IT and website service providers and other suppliers who provide services to our business
- Local planning authorities and other public bodies, where required for applications, approvals, or regulatory processes
- Regulatory bodies where required, including the Architects Registration Board and other relevant regulators

When we use other organisations to process your information on our behalf, we only share what is necessary and we require them to keep it secure and to use it only in accordance with our instructions and UK data protection law.

6. International transfers

We do not routinely transfer your personal information outside the UK. If we use service providers located outside the UK (for example some cloud or email providers), we will ensure that appropriate safeguards are in place, such as approved standard contractual clauses or an adequacy regulation, in line with data protection law.

7. How long we keep your information

We keep personal information only for as long as we need it for the purposes set out in this notice, including to meet legal, regulatory, insurance, and professional requirements.

In particular:

- Enquiry information may be kept for a limited period to respond to and follow up on enquiries
- Project files, including drawings and correspondence, may be kept for extended periods, taking into account RIBA guidance, limitation periods for construction and professional claims, and our insurance obligations.

Where we cannot specify a fixed period, we use criteria such as the duration of our relationship with you, statutory limitation periods, and industry practice to decide how long we keep information.

When information is no longer needed, we will delete or anonymise it securely.

8. Your rights

You have a number of rights over your personal information under UK data protection law. These rights may apply differently depending on the lawful basis we are relying on and the type of processing.

You can:

- Request access to your personal information and ask for a copy of it
- Ask us to correct inaccurate or incomplete information
- Ask us to delete your information in some circumstances
- Ask us to restrict how we use your information in some circumstances
- Object to our use of your information where we are relying on legitimate interests, including a specific right to object to direct marketing at any time
- Ask us to transfer your information to you or another organisation in a structured, commonly used, machine-readable format, where the law allows (data portability)
- Withdraw your consent where we rely on consent to use your information; this will not affect the lawfulness of any use of your information before you withdraw consent

If you would like to exercise any of these rights, please contact us using the details in the “Who we are and how to contact us” section.

9. Data security

We use appropriate technical and organisational measures to protect your personal information. These include secure systems, access controls, and confidentiality obligations for staff and trusted suppliers, proportionate to the nature of the information and the risks involved.

We regularly review our security measures and keep them under review as technology and our practices develop.

10. Cookies and similar technologies

Our website may use cookies and similar technologies to:

Make the site work and remember your preferences

Help us understand how people use our site so we can improve it

Where cookies are not strictly necessary, we will ask for your consent before placing them, in line with ICO guidance. You can withdraw your consent or change your cookie settings at any time using your browser settings or any cookie tools we provide on the site.

For more information, please see our separate Cookies Notice (if applicable).

11. How to complain

If you have any concerns about how we use your personal information, please contact us first so we can try to resolve the issue.

You also have the right to make a complaint to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection:

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Helpline: 0303 123 1113

Website: <https://www.ico.org.uk>

12. Professional and regulatory data protection commitment

As an architectural practice subject to professional regulation, we recognise that good data protection is part of good professional conduct. In particular, we: Aim to keep accurate and up-to-date records so that we can discharge our professional duties competently and transparently, in line with the Architects Code and RIBA good practice guidance

Cooperate with ARB and, where relevant, RIBA in connection with any investigation, complaint, or audit, which may involve sharing limited personal information where this is required by law or regulation

Review our data protection and record-keeping practices periodically to reflect changes in data protection law, ICO guidance, ARB's Code, and RIBA's professional resources

These commitments sit alongside, and do not limit, your rights under UK data protection law or the ICO's role as the data protection regulator.

13. Changes to this privacy notice

We may update this privacy notice from time to time to reflect changes in the law, our services, or our data protection practices. We will post any updates on this page and will show the date of the most recent revision.

Last updated: 14/04/2026