

CROSSMARK ESTATES LTD PRIVACY POLICY

19 to 26 North Street Public Consultation

1 Introduction

This privacy policy sets out how Crossmark and their project team will use and protect information collected during the public consultation. It was last updated on 27th May 2020.

It sets out information about:

- 2 Who we are
- 3 Our commitment to you
- 4 How we will consult
- 5 Types of data we collect and why
- 6 How we use your data
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2 Who we are

Crossmark Estates Limited have been appointed by the landlord to prepare a contingency planning application for 19 to 26 North Street, Taunton.

Crossmark's registered office is at:

Maple House
5 The Maples
Cleeve
Bristol BS49 4FS

Crossmark have appointed a professional team to aid in the preparation of the planning application. These include:

- AWW
Registered Office: Rivergate House, 70 Redcliff Street, Bristol, BS1 6LS
- Black Box Planning
Registered Office: Pillar House, 113/115 Bath Road, Cheltenham,
Gloucestershire GL53 7LS
- EDP
Registered Office: Tithe Barn, Barnsley Park, Barnsley, Cirencester,
Gloucestershire GL7 5EG
- Redport
Registered Office: 3 Filers Way, Weston Gateway Business Park, Weston-Super-Mare BS24 7JP

- Pegasus Group
Registered Office: Pegasus House Querns Business Centre, Whitworth Road, Cirencester, Gloucestershire GL7 1RT
- Silcock Dawson and Partners
Registered Office: 4-5 Tower Court, Horns Lane, Princes Risborough, Buckinghamshire HP27 0AJ
- Fairhurst
Registered Office: 225 Bath Street, Glasgow G2 4GZ
- Pickles Bond Foss
Registered Office: Maple House 5 The Maples, Cleeve, Bristol, BS49 4FS

3 Our commitment to you

We believe in respecting your personal privacy and acknowledge the importance of protecting your personal data in accordance with the General Data Protection Regulation (GDPR) 2018. We are committed to ensuring that your personal information is protected and never misused.

- Crossmark will only collect data that we need to deliver our public consultation.
- We will only ever use your personal information for the purposes stated in this document.
- We will never sell your personal information and will only share it as outlined in this privacy policy.
- We will take all reasonable steps to ensure your personal information is secure and protected.

4 How we will consult

- Collecting feedback: To help us reach as many people as possible during our public consultation, we have appointed Commonplace Digital Ltd to provide us with an online consultation platform. Feedback submitted via the Commonplace platform will be managed under the terms of Commonplace's Privacy Policy <https://www.commonplace.is/privacy>.
- Webinars and online discussions: To enable the Crossmark team to present plans and host Q&A sessions, we will hold webinars and online discussions. Information collected during the registration process will be managed under the terms of the registration and video conferencing software used.

5 Types of data we collect and why

- Information you provide by participating, for example your email address: This helps us to ensure that feedback is from real people. It makes it possible for us to send you news updates and to reply to your comments via the Commonplace platform. It makes it possible for you to register for online events.
- Information you provide by filling in the 'About You' page as part of responding on the Commonplace platform and/or registering for online events, including:
 - Your postcode
 - Your connection to the site
 - Your age group
 - Your membership of any local community groups and/or organisations

This data is used to help us understand who we have reached with our consultation and the context of the comments made. It is entirely up to you if you share this information.

- Special category data is personal data that has been identified as sensitive under General Data Protection Regulation (GDPR). We have asked for information about:
 - Your gender
 - Your ethnicity
 - Your employment status
 - If you consider yourself as having a disability

This data is also used to help us understand who we have reached with our consultation. However, it is processed separately from any comments you may make and is only available to us as aggregated and anonymised data.

- Direct contact. If you choose to contact Crossmark directly (for example via email) we will keep a record of that correspondence for the purposes of the consultation and, where appropriate, we may share your email with project team members to enable us or them to respond to any queries.

6 How we use your data

We use the data you provide to:

- Inform the preparation of our planning application
- Deliver services you request (such as news updates and access to online events)
- Respond to feedback you provide on the Commonplace platform
- Respond to emails you send to us directly.

Feedback provided on the Commonplace Platform will be made publicly available on the site and it is important that you do not post any information that you do not wish

to be made public. We don't review feedback before it is published, so you need to take responsibility for this yourself.

Information you provide by participating (e.g. your email address) and information supplied on the 'About You' page will not be made public.

We will only share your data within the project team for the purposes of analysis and response, under strict agreement that they will also be bound by the terms of this privacy policy.

We will use aggregated data when we report publicly and any direct quotes we publish as part of our reporting process will be anonymised.

7 Anonymised information

If you contribute on our Commonplace site, your feedback and any agreements added by you are anonymised before being made available to anyone who has an interest in this information, including us. The words of your feedback and agreements will be used for further analysis but we won't know your identity unless you shared something in your comment that reveals who you are.

8 Cookies

Our consultation website - 19to26NorthStreet.commonplace.is - uses cookies to collect information. Cookies are small data files which are placed on your computer or other devices (such as smartphones or tablets) as you browse this website. They are used to 'remember' when your computer or device accesses our website. Cookies are essential for the effective operation of our website and are used by services we make use of to provide a better experience to you when using our site. Specific details on the cookies used on the Commonplace.is site are available at <https://www.commonplace.is/cookies>.

Please be aware that other online platform that we may use from time to time will have their own cookie policies, which are also not under our control.

9 How to contact us or make a complaint

If you have any questions about how we look after personal information, or if you have a complaint about how we are handling your data, please get in touch with us at contact@19to26northstreet.co.uk. We will do our best to answer your questions or resolve your complaint.

You can also make a complaint to the Information Commissioner's Office, which is the official data protection regulator in the UK. Further information can be found on their website at www.ico.org.uk.

10 Changes to this Privacy Policy

This privacy policy may change from time to time in line with legislation or other relevant developments. As we cannot directly inform all users of these changes, we recommend that you check this page occasionally for any policy changes. The date of the latest update to this privacy policy is listed at the top of this document.