nineteen47
CHARTERED TOWN PLANNERS
& URBAN DESIGNERS

PRIVACY POLICY

PURPOSE

At nineteen47, we are committed to protecting the privacy and security of personal information. We recognise the importance of handling personal data responsibly, transparently and in accordance with applicable data protection legislation.

This Privacy Policy explains how we collect, use, store and protect personal information relating to clients, prospective clients, suppliers, website users, job applicants, employees and other stakeholders.

WHO WE ARE

nineteen47 Limited is the data controller responsible for the personal information collected through our website and business activities.

Registered Office
Unit B, Ryedale House
58 to 60 Piccadilly
York
YO1 9NX

Website: www.nineteen47.co.uk

INFORMATION WE COLLECT

We may collect and process the following types of personal information:

- Name and contact details, including email address and telephone number
- Job title, employer and professional information
- Information provided through enquiries, correspondence or meetings
- Recruitment information, including CVs and application details
- Employee and worker information as required for employment purposes
- Website usage data collected through cookies and analytics tools
- Marketing preferences and communication preferences

We only collect personal information that is necessary to provide our services, conduct our business operations or meet our legal obligations.

SITE SURVEYS

When undertaking site surveys on unoccupied land or buildings:

- Prior to site visits the employee intending on visiting is to liaise with persons with knowledge of the building to ascertain any hazards associated with the building or site and to identify what PPE will be required.
- When planning site visits to unoccupied sites the first step is to plan for 2 people to attend.

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HOW WE USE PERSONAL INFORMATION

We may use personal information to:

- Respond to enquiries and provide our services
- Manage client and supplier relationships
- Recruit and manage employees and workers
- Administer contracts and projects
- Improve our website and user experience
- Comply with legal and regulatory obligations
- Send relevant business communications where appropriate
- Support information gathering, online research and document review using AI tools for administrative and research purposes, subject to human verification and professional oversight.

We will only process personal information where we have a lawful basis to do so.

We use certain artificial intelligence (AI) tools, including Microsoft Copilot, as administrative and research support tools to assist with information gathering, online searches and document review. These tools are not used to generate substantive planning advice or to replace professional judgment. Information obtained through AI-assisted processes is reviewed and verified by appropriately qualified personnel, and all deliverables remain subject to professional review and approval. Responsibility for all advice, reports and recommendations remains with nineteen47.

Categories of personal information that may be processed in AI tools are limited to what is necessary for the stated administrative and research purposes, for example: contact and professional details, project correspondence, and document excerpts relevant to a matter. We apply data minimisation to reduce inclusion of personal information wherever possible.

We configure AI tools to prevent use of inputs/outputs for model training by the provider where feasible, and we implement governance measures, including human review, access controls and staff training, to help ensure appropriate use.

LAWFUL BASES FOR PROCESSING

We process personal information under one or more of the following lawful bases:

- Performance of a contract
- Compliance with a legal obligation
- Legitimate business interests
- Consent, where required
- Protection of vital interests

Where we use AI tools for the administrative and research purposes described above, we typically rely on our legitimate interests in running our business efficiently and providing services, balanced against the rights and freedoms of individuals. Where another lawful basis applies (for example, performance of a contract), we will rely on that basis.

Where consent is relied upon, individuals have the right to withdraw consent at any time.

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SHARING INFORMATION

We do not sell personal information to third parties.

We may share information with trusted third-party service providers who support our business operations, including:

- Information technology and cloud service providers
- Payroll and human resources systems
- Employee benefits providers
- Professional advisers
- Regulatory authorities where required by law

Where personal information is shared, we ensure appropriate contractual, organisational and technical measures are in place to protect that data. We may share personal information with trusted technology providers that supply AI functionality (for example, Microsoft as the provider of Microsoft Copilot) to support our administrative and research activities. These providers act as our processors and are bound by contractual, organisational and technical measures that protect personal information and prohibit use for their own purposes.

INTERNATIONAL TRANSFERS

Where personal information is transferred outside the United Kingdom, we will ensure appropriate safeguards are in place in accordance with UK data protection legislation. Where AI tool infrastructure is located outside the UK, we implement appropriate safeguards for international transfers, such as standard contractual clauses or other legally recognised mechanisms.

DATA SECURITY

We take reasonable steps to protect personal information from unauthorised access, loss, misuse, alteration or disclosure.

Security measures may include:

- Secure cloud based systems
- Access controls and password protection
- Regular software updates and security measures
- Staff training and awareness
- Role-based access controls for AI tools and auditability of usage.
- Staff guidance on prompt hygiene (avoiding unnecessary personal information), and procedures for human review of AI-assisted outputs before use in deliverables.

DATA RETENTION

We retain personal information only for as long as necessary to fulfil the purposes for which it was collected, including meeting legal, regulatory, accounting and reporting obligations. When information is no longer required, it will be securely deleted or destroyed. Any personal information processed via AI tools is retained only as long as necessary for the purposes described and in line with our retention policies; we take steps to avoid creating additional permanent copies within AI systems unless required for those purposes.

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YOUR RIGHTS

Under UK data protection legislation, individuals may have the right to:

- Access their personal information
- Request correction of inaccurate information
- Request deletion of personal information
- Restrict the processing of personal information
- Object to certain forms of processing
- Request transfer of personal information
- Withdraw consent where consent is the legal basis for processing

Requests relating to these rights should be submitted using the contact details below.

COOKIES & WEBSITE ANALYTICS

Our website may use cookies and analytics technologies to understand how visitors use our website and to improve user experience.

Users can manage cookie preferences through their browser settings.

Further details are available in our Cookie Policy.

CONTACT US

If you have any questions regarding this Privacy Policy or how we process personal information, please contact:

Head of Experience – Polly Hallam
nineteen47 Limited
Unit B, Ryedale House
58 to 60 Piccadilly
York
YO1 9NX

Email: polly.hallam@nineteen47.co.uk

COMPLAINTS

If you are unhappy with how your personal information has been handled, please contact us in the first instance so we can try to resolve the issue.

You also have the right to raise a concern with the Information Commissioner's Office (ICO):

https://ico.org.uk

Name/Position: Jamie Pyper

Signature:

Date: 07/09/2026

Review Date: 20/01/2027