



NEXTPHASE
THE TOWN PLANNING EXPERTS

Website Privacy Policy

Website Privacy Policy – April 2020

This privacy policy tells you about the information we collect from you when you use our website. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

Who are we?

We are NextPhase Development Ltd our head office address is Second Floor, 8 Bore Street, Lichfield, Staffordshire, WS13 6LL. You can contact us by post at the above address, by email at mail@nextphase.dev or by telephone on 01543 571718.

The contact details of our Data Protection Officer are:

Paula Pemberton, p.pemberton@nextphase.dev, NextPhase Development Ltd, Second Floor, 8 Bore Street, Lichfield, Staffordshire, WS13 6LL, 01543 571718

How we use your information

[When you use our website](#)

[When you submit an enquiry via our website](#)

[When you purchase a product from our website](#)

[Your rights as a data subject](#)

[Your right to complain](#)

[Updates to this privacy policy](#)

When you use our website

When you use our Squarespace website to browse our products and services and view the information we make available, a number of cookies are used by us and by third parties to allow the website to function, to collect useful information about visitors and to help to make your user experience better.

Functional and Required Cookies

Squarespace uses some necessary cookies because they allow visitors to navigate and use key features on our site. These cookies vary from site to site depending on the features it uses. For example, Functional and Required Cookies help these features work:

- [Customer accounts](#)
- [Shopping cart and checkout](#)
- [URL redirects](#)

Name	Type	Duration	Purpose
Crumb	Cookie	Session	Prevents cross-site request forgery (CSRF) .
siteUserCrumb	Cookie	3 years	Prevents cross-site request forgery (CSRF) for logged in site users.
RecentRedirect	Cookie	30 minutes	Prevents <i>redirect</i> loops if a site has custom URL redirects . Redirect loops are bad for <i>SEO</i> .
CART	Cookie	2 weeks	Shows when a visitor adds a product to their cart
hasCart	Cookie	2 weeks	Tells Squarespace that the visitor has a cart
Locked	Cookie	Session	Prevents the password-protected screen from displaying if a visitor enters the correct site-wide password.
SiteUserInfo	Cookie	3 years	Identifies a visitor who logs into a customer account
SiteUserSecureAuthToken	Cookie	3 years	Authenticates a visitor who logs into a customer account

Commerce-checkout-state	sessionstorage	Session	Stores state of checkout while the visitor is completing their order in PayPal
squarespace-popup-overlay	localstorage	Persistent	Prevents the promotional pop-up from displaying if a visitor dismisses it
squarespace-announcement-bar	localstorage	Persistent	Prevents the announcement bar from displaying if a visitor dismisses it
ss_sd	Cookie	Session	Ensures that visitors on the Squarespace 5 platform remain authenticated during their sessions.
Test	Cookie	Session	Investigates if the <i>browser</i> supports cookies and prevents errors.
squarespace-likes	localstorage	Persistent	Shows when you've already "liked" a <i>blog</i> post.
CHECKOUT_WEBSITE	Cookie	Session	Identifies the correct site for checkout when Checkout on Your Domain is disabled.

Cross-site request forgery (CSRF)

CSRF is an attack vector that tricks a *browser* into taking unwanted action in an application when someone's logged in.

Analytics and Performance Cookies

Squarespace use Analytics and Performance cookies to collect information on our behalf about how visitors interact with our site. Storing these cookies is how Squarespace populate the data you find in [Squarespace Analytics](#), such as [traffic sources](#), [unique visitors](#), and [cart abandonment](#).

Cookie Name	Duration	Purpose
ss_cid	2 years	Identifies unique visitors and tracks a visitor's sessions on a site
ss_cvr	2 years	Identifies unique visitors and tracks a visitor's sessions on a site

ss_cvvisit	30 minutes	Identifies unique visitors and tracks a visitor's sessions on a site
ss_cvt	30 minutes	Identifies unique visitors and tracks a visitor's sessions on a site
ss_cpvisit	2 years	Identifies unique visitors and tracks a visitor's sessions on a site
ss_cookieAllowed	30 days	Remembers if a visitor agreed to placing Analytics cookies on their <i>browser</i> if a site is restricting the placement of cookies

When you submit an enquiry via our website

When you submit an enquiry via our website, we ask you for your name, email address and a brief message.

We use this information to respond to your query, including providing you with any requested information about our products and services. We may also email you several times after your enquiry in order to follow up on your interest and ensure that we have answered it to your satisfaction. We will do this based on our legitimate interest in providing accurate information prior to a sale.

Your enquiry is stored and processed by our admin personnel and shared with the necessary planning or design personnel based at our head office so that they can respond to you.

We do not use the information you provide to make any automated decisions that might affect you.

We keep enquiry emails for two years, after which they are securely archived and kept for seven years, when we delete them. CRM records are kept for three years after the last contact with you.

When you purchase a product from our website

We do not currently sell products via our website. If this changes our website privacy policy will be updated to reflect this.

Your rights as a data subject

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate. If we have asked for your consent to process your personal data, you may withdraw that consent at any time.

If we are processing your personal data for reasons of consent or to fulfil a contract, you can ask us to give you a copy of the information in a machine-readable format so that you can transfer it to another provider.

If we are processing your personal data for reasons of consent or legitimate interest, you can request that your data be erased.

You have the right to ask us to stop using your information for a period of time if you believe we are not doing so lawfully.

Finally, in some circumstances you can ask us not to reach decisions affecting you using automated processing or profiling.

To submit a request regarding your personal data by email, post or telephone, please use the contact information provided above in the [Who Are We](#) section of this policy.

Your right to complain

If you have a complaint about our use of your information, we would prefer you to contact us directly in the first instance so that we can address your complaint. However, you can also contact the Information Commissioner's Office via their website at www.ico.org.uk/concerns or write to them at:

Information Commissioner's Office
Wycliffe House, Water Lane
Wilmslow, Cheshire
SK9 5AF

Updates to this privacy policy

We regularly review and, if appropriate, update this privacy policy from time to time, and as our services and use of personal data evolves. If we want to make use of your personal data in a way that we haven't previously identified, we will contact you to provide information about this and, if necessary, to ask for your consent.

We will update the version number and date of this document each time it is changed.