

# Privacy Notice

Agnos Studio Limited | Last updated: 27 September 2026

This notice explains how Agnos Studio Limited collects, uses, shares and protects personal information. It applies to people who visit our website, contact us, work with us on projects, book our services or training, or otherwise interact with the business.

## 1. Who we are

Agnos Studio Limited is the data controller for the personal information described in this notice. This means the company decides why and how that information is processed.

|                         |                                                               |
|-------------------------|---------------------------------------------------------------|
| Company                 | Agnos Studio Limited                                          |
| Registered address      | 203 West Street, Fareham, Hampshire, United Kingdom, PO16 0EN |
| Company number          | 13950854                                                      |
| ICO registration        | ZB570883                                                      |
| Data protection contact | Scott Boote, Director                                         |
| Email                   | info@agnos.studio                                             |
| Telephone               | 0208 0500 573                                                 |

If you have a question about this notice, your personal information, or wish to exercise a data protection right, contact us at [info@agnos.studio](mailto:info@agnos.studio).

## 2. Personal information we collect

The information we collect depends on how you interact with us. It may include:

- Identity and contact information, such as your name, email address, telephone number, postal address, job title, organisation and professional role.
- Enquiry and correspondence information, including the contents of emails, messages, website forms, meeting notes and other communications.
- Project and property information, including project addresses, client and design-team details, information supplied for structural engineering services, site records and information contained in drawings, reports or other project documents.
- Commercial and transaction information, such as quotations, appointments, contracts, purchase orders, invoices and payment records.
- Booking information for consultations, CPD sessions, training or other services booked through our website or directly with us.
- Marketing preferences, including whether you have subscribed to updates or asked not to receive marketing.
- Website and technical information, which may include IP address, browser and device information, pages visited, referral information and date/time information where collected by our website or related technologies.

We do not normally ask for special category personal information. If sensitive information is provided to us because it is relevant to a project, communication or legal requirement, we will handle it only where we have an appropriate legal basis and condition for doing so.

### 3. Where we obtain personal information

We may collect personal information:

- directly from you, including through our website, email, telephone, meetings, booking forms and project correspondence;
- from a client, architect, contractor, consultant, supplier or other member of a project team;
- from organisations that refer work to us or introduce us to a prospective client;
- from publicly available professional or business sources where appropriate, such as company websites, professional directories, planning information or Companies House; and
- automatically through our website and the technologies used to operate it.

Where we obtain personal information from another source, we provide privacy information as required by law, subject to any applicable exemption.

### 4. Why we use personal information and our lawful bases

We only process personal information where we have a lawful basis. The basis may differ depending on the relationship and the particular information involved.

| Purpose                                                                                                                                                                   | Lawful basis                                                                                                                                                                                                                         |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Responding to enquiries, discussing potential work and preparing quotations or proposals.                                                                                 | Contract, where you ask us to take steps before entering into a contract; or legitimate interests, particularly where you are acting for an organisation or another client.                                                          |
| Providing structural engineering, consultancy, survey, training or other services; administering appointments; and communicating with clients and project teams.          | Contract where you are personally party to the appointment; otherwise legitimate interests in delivering our services and managing project relationships.                                                                            |
| Managing projects, site visits, project records, professional obligations, quality control, insurance matters and the establishment, exercise or defence of legal claims. | Legitimate interests in running a professional engineering practice, managing risk and maintaining appropriate project records; and legal obligation where applicable.                                                               |
| Invoicing, accounting, tax, company administration and other regulatory or legal requirements.                                                                            | Legal obligation and, where appropriate, legitimate interests.                                                                                                                                                                       |
| Operating, securing and improving our website, IT systems and business processes.                                                                                         | Legitimate interests in operating a secure and effective business; consent where required for particular cookies or similar technologies.                                                                                            |
| Sending newsletters, business updates or other direct marketing.                                                                                                          | Consent where required. We may also rely on legitimate interests where permitted by data protection law and the Privacy and Electronic Communications Regulations (PECR), including appropriate business-to-business communications. |

| Purpose                                                                                                                                                  | Lawful basis                                                                                                                                                                                               |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Using AI-enabled and other digital tools to assist with administration, information retrieval, document handling, correspondence and business workflows. | Legitimate interests in operating the business efficiently and securely, and contract where the processing is necessary to support services requested from us. We apply safeguards described in section 8. |

Where we rely on legitimate interests, we consider whether the processing is necessary and balance our interests against the rights and interests of the people concerned.

If we need personal information to enter into or perform a contract and you do not provide it, we may be unable to provide a quotation, appointment or service.

## 5. Marketing

If you subscribe to a newsletter or other marketing communication, you can unsubscribe at any time using the link in the message or by contacting us. Where PECR allows business-to-business marketing without prior consent, or where the 'soft opt-in' applies, we may send relevant communications on that basis while respecting your right to object.

**Your right to object to direct marketing is absolute.** If you tell us that you do not want direct marketing, we will stop sending it. We may retain minimal contact information on a suppression list so that we can respect that request.

## 6. Cookies and similar technologies

Our website may use cookies and similar storage or access technologies for security, functionality, bookings, analytics and related purposes.

- Some technologies are strictly necessary to provide the website or a service you request and do not require consent.
- Current PECR rules also allow certain limited statistical or functionality uses without consent where the statutory conditions are met, including providing an appropriate means to object where required.
- Where consent is required, non-essential technologies will only be used after you have made the relevant choice.
- You can also control cookies through your browser settings, although blocking some technologies may affect website functionality.

Where we use a cookie banner or preference centre, the information shown there should be read together with this notice because it provides more specific information about the technologies currently in use.

## 7. Sharing personal information

We do not sell or rent personal information. We may share information where reasonably necessary with:

- clients, architects, contractors, consultants and other members of a project or design team;
- associates, subconsultants, freelancers or administrative support working on our behalf, subject to appropriate confidentiality and data protection arrangements;
- IT, cloud email, file-storage, collaboration and security providers, such as Microsoft 365 and similar business systems;
- website, booking, hosting, analytics and communications providers;
- AI-enabled software providers where those services are used as described in section 8;
- accountants, bookkeepers, insurers, professional advisers and legal advisers;

- regulators, courts, law-enforcement bodies, public authorities or other organisations where disclosure is required or permitted by law; and
- a purchaser, investor or professional adviser in connection with a genuine sale, restructuring or transfer of the business, subject to appropriate safeguards.

Where another organisation processes personal information on our behalf as a processor, we use appropriate contractual and organisational safeguards as required by data protection law.

## 8. AI-enabled processing and human oversight

We may use AI-enabled software and other digital tools to assist with administrative and business activities. This may include tools integrated with email, document or business systems and may involve organising or searching correspondence, summarising information, extracting action points, preparing draft communications, or supporting other routine workflows.

These systems may process personal information contained in emails, documents and other correspondence. Where a third-party AI provider processes information on our behalf, we assess the provider's data-handling and contractual arrangements and apply proportionate controls such as data minimisation, restricted access and available settings intended to limit retention or use of business data for general model training.

AI-generated material is subject to appropriate human oversight before it is relied upon for external communications or substantive professional work. We do not use AI to make solely automated decisions about individuals that produce legal or similarly significant effects. Professional engineering judgement remains subject to human review and responsibility.

## 9. International transfers

Some of our technology and service providers may process personal information outside the United Kingdom. Where a transfer is restricted under UK data protection law, we take steps to ensure that an appropriate transfer mechanism and safeguards are in place.

Depending on the destination and provider, this may include UK adequacy regulations, the UK Extension to the EU-US Data Privacy Framework for eligible participating organisations, or appropriate contractual safeguards such as the International Data Transfer Agreement (IDTA) or the UK Addendum to the EU Standard Contractual Clauses, together with any required transfer risk assessment or data protection test.

You can contact us if you would like further information about the safeguards relevant to a particular transfer.

## 10. Data security

We use proportionate technical and organisational measures designed to protect personal information against unauthorised access, alteration, disclosure, loss or destruction. Measures are selected according to the nature of the information and the risks involved and include appropriate access controls, secure business systems, supplier due diligence and procedures for managing security incidents.

No method of electronic storage or transmission is completely secure, but we review our arrangements and seek to keep them appropriate to the risks and technologies we use.

## 11. How long we keep personal information

We keep personal information only for as long as reasonably necessary for the purpose for which it was collected, including professional, contractual, insurance, legal, tax and regulatory requirements. We review retention where appropriate and delete or anonymise information when it is no longer needed.

| Information                                                                                            | Typical retention                                                                                                                                                                                        |
|--------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Enquiries that do not become appointments                                                              | Normally up to 2 years after the last meaningful contact, unless there is a reason to retain the information for longer.                                                                                 |
| Client and project records, including correspondence, reports, calculations, drawings and site records | Normally for the duration of the project and for up to 12 years after completion or termination, or longer where reasonably required for contractual, professional indemnity, legal or dispute purposes. |
| Financial, accounting and tax records                                                                  | Normally at least 6 years from the end of the relevant company financial year, or longer where required by law or an ongoing enquiry.                                                                    |
| Marketing subscription records                                                                         | Until you unsubscribe or the information is no longer needed. Minimal suppression information may be retained after an opt-out so that we can respect it.                                                |
| Website and cookie information                                                                         | For the period appropriate to the particular technology and purpose, as described in the relevant cookie or preference information and subject to periodic review.                                       |

## 12. Your data protection rights

Depending on the circumstances and the lawful basis for processing, you may have the right to:

- ask for access to the personal information we hold about you;
- ask us to correct inaccurate or incomplete information;
- ask us to erase personal information in certain circumstances;
- ask us to restrict processing in certain circumstances;
- object to processing based on legitimate interests;
- object at any time to the use of your personal information for direct marketing;
- receive certain information in a portable format or ask for it to be transferred to another organisation where the right to data portability applies; and
- withdraw consent at any time where we rely on consent. Withdrawal does not affect processing that was lawful before consent was withdrawn.

These rights are not absolute and do not apply in every situation. We may need to verify your identity before acting on a request. We will respond within the timescales required by data protection law.

## 13. Data protection complaints

If you believe we have handled your personal information incorrectly, you can make a data protection complaint to us by emailing [info@agnos.studio](mailto:info@agnos.studio), telephoning 07493 299 099, or writing to our registered address above. Please describe the issue and, where possible, the outcome you are seeking.

We will acknowledge a data protection complaint within 30 days of receiving it. We will take appropriate steps to investigate the complaint, keep you informed where appropriate, and communicate the outcome without undue delay.

You also have the right to complain to the Information Commissioner's Office (ICO). We would welcome the opportunity to address your concerns first, but you do not have to contact us before approaching the ICO.

**Information Commissioner's Office**

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Telephone: 0303 123 1113  
[www.ico.org.uk](http://www.ico.org.uk)

## 14. External websites and third-party services

Our website may contain links to websites or services operated by other organisations. We are not responsible for their privacy practices. You should review the privacy information provided by those organisations when you use their services.

## 15. Children

Our services and website are not directed at children and we do not knowingly seek to collect children's personal information through the website. If a project legitimately requires us to process information relating to a child, we will do so only where necessary and with appropriate safeguards.

## 16. Changes to this notice

We review this privacy notice periodically and when our use of personal information or relevant law changes. The current version will be published on our website. Where a new use of personal information is materially different from what people would reasonably expect, we will provide appropriate information before starting that processing.

**Legal framework**

This notice is intended to reflect the UK General Data Protection Regulation, the Data Protection Act 2018 as amended, the Data (Use and Access) Act 2025 and the Privacy and Electronic Communications Regulations 2003 (as amended), where applicable.