

Privacy Policy

Last updated: 18 June 2026

This Privacy Policy explains how Young and You, a trading name of Local Planning Services Ltd, collects, uses, stores and shares personal information when you use our website or contact us about our architectural, planning and consultancy services.

Local Planning Services Ltd is a company incorporated in England and Wales with company number 09267174. Its registered office is Middleborough House, 16 Middleborough, Colchester, Essex, CO1 1QT.

For the purposes of data protection law, Local Planning Services Ltd is the data controller. This means we decide why and how your personal information is processed.

You can contact us by email at Info@YoungandYou.co.uk.

Please read this Privacy Policy carefully.

1. Who we are

In this Privacy Policy, "Young and You", "we", "us" and "our" means Local Planning Services Ltd, trading as Young and You.

This Privacy Policy applies to the website YoungandYou.co.uk and any related services we provide through or in connection with that website.

2. Personal information we collect

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

- your name;
- your email address;
- your telephone number;
- your postal address, property address or project/site address;
- details you provide about your enquiry, property, project or planning matter;
- information contained in documents, drawings, photographs, plans, correspondence or forms you send to us;
- billing, payment and invoice information;
- records of communications between you and us;
- website usage information, such as IP address, browser type, device information and how you interact with our website;
- cookie and preference information.

We only collect personal information that is relevant to our services and the purposes explained in this Privacy Policy.

3. How we collect personal information

We may collect personal information in the following ways:

- when you contact us through our website;
- when you contact us by email, telephone, post, social media or any other method;
- when you ask us for a quote, proposal or consultation;
- when you instruct us to provide architectural, planning or consultancy services;
- when you send us documents, drawings, images, plans or project information;
- when you make a payment to us;
- when you use or browse our website;

- when cookies or similar technologies are used on our website.

Some information is provided directly by you. Some information may be collected automatically when you use our website.

4. How we use your personal information

We may use your personal information for the following purposes:

- to respond to enquiries;
- to provide architectural, planning and consultancy services;
- to prepare fee proposals, quotes, reports, drawings, plans, forms and project documents;
- to manage client relationships and project administration;
- to submit, manage or support planning applications, building regulation matters, appeals, consultations or related project work;
- to communicate with you about your enquiry or project;
- to manage appointments, meetings and site visits;
- to process payments, invoices and receipts;
- to keep internal business records;
- to maintain and improve our website;
- to understand how visitors use our website;
- to send service-related communications;
- to send marketing communications where we are legally permitted to do so;
- to comply with legal, accounting, tax, regulatory or insurance obligations;
- to establish, exercise or defend legal claims;
- to protect the security and proper operation of our business and website.

5. Our lawful bases for using personal information

Under data protection law, we must have a lawful basis for using your personal information. Depending on the circumstances, we may rely on one or more of the following lawful bases.

Contract

We may use your personal information where this is necessary to provide services to you, respond to your request for services, prepare proposals, manage your project, or take steps before entering into a contract with you.

Legitimate interests

We may use your personal information where it is necessary for our legitimate business interests, provided your rights and interests do not override those interests. This may include managing enquiries, operating our business, improving our services, maintaining records, protecting our business, and communicating with clients and prospective clients.

Legal obligation

We may use your personal information where we need to comply with a legal, regulatory, tax, accounting or professional obligation.

Consent

We may rely on your consent for certain uses of your personal information, such as some types of electronic marketing or non-essential cookies. Where we rely on consent, you can withdraw your consent at any time.

6. Marketing

We may contact you with information about our services where you have consented to receive this, or where we are otherwise legally permitted to do so.

You can opt out of marketing communications at any time by contacting us at Info@YoungandYou.co.uk or by using any unsubscribe option provided in our marketing emails.

We will not sell your personal information to third parties for marketing purposes.

7. Who we share personal information with

We may share your personal information with the following categories of people or organisations where necessary.

Employees, agents, consultants, contractors and professional advisers

We may share your personal information with our employees, agents, consultants, contractors and professional advisers where it is necessary for the operation of our business and the provision of our architectural and planning services.

This may include sharing information to respond to enquiries, prepare fee proposals, manage client relationships, progress architectural or planning projects, obtain specialist advice, maintain records, comply with legal or regulatory requirements, manage accounts and insurance matters, or establish, exercise or defend legal claims.

We only share personal information where there is a proper reason to do so and limit access to those who need it for their role.

Third-party service providers

We may share personal information with trusted third-party service providers who support the operation of our business and website.

This may include providers of website hosting, email, IT systems, cloud storage, customer relationship management, document management, payment processing, analytics, marketing tools, accounting software and other administrative services.

These providers only process personal information where necessary to provide their services to us, and we require them to handle it securely and in accordance with applicable data protection laws.

Payment providers

We may share personal information with third-party payment providers where this is necessary to process payments, manage invoices, confirm transactions, prevent fraud and keep accurate financial records.

For Young and You, this allows us to take payments for architectural, planning or consultancy services, link payments to the correct client or project, issue receipts, manage outstanding balances and keep proper financial records.

We do not use payment information for unrelated purposes.

Relevant authorities and public bodies

We may share your personal information with relevant authorities, regulators, public bodies or government departments where required or permitted by law, or where necessary for the provision of our services.

For Young and You, this may include sharing information with local planning authorities, building control bodies, statutory consultees or other public bodies where required to submit, manage or support planning applications, building regulation matters, appeals, consultations or related project work.

We only share the information that is necessary for the relevant purpose.

Business transfers

If we sell, transfer or reorganise all or part of our business, personal information may be transferred as part of that transaction where relevant. We will take reasonable steps to ensure your personal information remains protected.

8. International transfers

Some of our service providers may store or process personal information outside the United Kingdom.

Where this happens, we will take appropriate steps to ensure that your personal information is protected in accordance with applicable data protection laws. This may include using appropriate safeguards such as recognised contractual protections.

9. How we keep personal information secure

We take appropriate technical and organisational measures to protect personal information against unauthorised access, loss, misuse, alteration or disclosure.

These measures may include:

- restricting access to personal information to those who need it;
- using secure systems and service providers;
- password protection and access controls;
- maintaining appropriate records;
- keeping devices, accounts and systems secure;
- using secure methods for storing and sharing project information where appropriate;
- taking steps to identify and respond to suspected data breaches.

Young and You does not currently hold ISO 27001 or equivalent Information Security Management System certification. However, we take reasonable steps to protect personal information and keep it secure in accordance with applicable data protection requirements.

If you suspect any misuse, loss or unauthorised access to your personal information, please contact us immediately at Info@YoungandYou.co.uk.

10. How long we keep personal information

We will only keep your personal information for as long as reasonably necessary for the purposes set out in this Privacy Policy.

The period for which we keep information may depend on:

- the nature of your enquiry or project;
- whether you become a client;
- legal, tax, accounting, insurance or regulatory requirements;
- whether the information may be needed in relation to a dispute, claim or professional obligation;
- whether we need to keep records of planning, architectural or consultancy work carried out.

Where personal information is no longer needed, we will delete it or anonymise it where appropriate.

Please note that some information may remain in backups or archived records for a limited period where this is necessary for security, legal, tax or regulatory reasons.

11. Your rights

Under data protection law, you may have the following rights in relation to your personal information:

- the right to access the personal information we hold about you;
- the right to ask us to correct inaccurate or incomplete information;
- the right to ask us to delete your personal information;

- the right to ask us to restrict how we use your personal information;
- the right to object to certain uses of your personal information;
- the right to request transfer of your personal information;
- the right to withdraw consent where we rely on consent;
- the right to complain to the Information Commissioner's Office.

To exercise any of your rights, please contact us at Info@YoungandYou.co.uk. We may need to verify your identity before responding to a request.

You also have the right to complain to the UK data protection regulator, the Information Commissioner's Office. The ICO's website is <https://ico.org.uk/>.

12. Accuracy of your information

It is important that the personal information we hold about you is accurate and up to date. Please let us know if your personal information changes during your relationship with us.

13. Links to other websites

Our website may contain links to other websites. We are not responsible for the content, security or privacy practices of other websites. You should read the privacy policy of any other website you visit.

14. Cookies

Our website may use cookies and similar technologies.

Cookies are small text files placed on your device when you visit a website. They help websites work properly, improve user experience, understand website usage, and, where applicable, support marketing or advertising activities.

Some cookies are essential for the website to work. Others are optional and will only be used where legally permitted, which may require your consent.

You can manage cookie preferences through our website cookie banner or settings tool, where available. You can also control cookies through your browser settings, although disabling some cookies may affect how the website works.

15. Types of cookies we may use

Strictly necessary cookies

Description	Purpose
Essential cookies required for the website to operate correctly and securely.	To enable core website functions, such as security, page navigation, contact form submission and remembering cookie or privacy preferences.

Strictly necessary cookies are not used for marketing purposes.

Functionality cookies

Description	Purpose
Cookies that remember choices made by users, such as cookie preferences, form settings or display preferences.	To improve the user experience and remember settings so visitors do not have to re-enter information or preferences.

Analytical/performance cookies

Description	Purpose
Cookies that help us understand how visitors use our website, such as which pages are visited and whether users experience errors.	To measure website performance, improve content, understand visitor behaviour and make the website more useful.

Marketing/targeting cookies

Description	Purpose
Cookies used to measure advertising activity, personalise adverts or track visitors across websites.	To help us promote our services, measure the effectiveness of adverts and show more relevant advertising.

Marketing or targeting cookies are only used where applicable and where you have given any required consent. If we do not use advertising pixels, remarketing tools or similar tracking technologies, this category may not apply.

16. Cookie schedule

Below is a summary of the cookies we may use. We aim to keep our cookie information accurate and up to date. If you believe any cookie information is missing or incorrect, please contact us.

Description	Purpose
Strictly necessary cookies: essential cookies required for the website to operate correctly and securely.	To enable core website functions, such as security, page navigation, contact form submission and remembering cookie or privacy preferences.
Functionality cookies: cookies that remember choices made by users, such as cookie preferences, form settings or display preferences.	To improve the user experience and remember settings so visitors do not have to re-enter information or preferences.
Analytical/performance cookies: cookies that help us understand how visitors use our website, such as which pages are visited and whether users experience errors.	To measure website performance, improve content, understand visitor behaviour and make the website more useful.
Marketing/targeting cookies: cookies used to measure advertising activity, personalise adverts or track visitors across websites.	To help us promote our services, measure the effectiveness of adverts and show more relevant advertising.

17. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page. The updated version will apply from the date it is published on our website.

18. Contact us

If you have any questions about this Privacy Policy or how we use your personal information, please contact us:

Young and You
 Local Planning Services Ltd
 Middleborough House
 16 Middleborough
 Colchester
 Essex
 CO1 1QT
 Email: Info@YoungandYou.co.uk