

Privacy Policy

May 2018

We are committed to protect and respect your privacy. Our Privacy Policy sets out the basis on which any personal data that you provide us with or that we collect from you, will be used by us. Please read the information we have set out below regarding your personal data and how we will treat it.

For the purpose of the General Data Protection Regulation (GDPR), the information we may collect and process about you is as follows:-

- a. Name and job title you write on the forms on our website. Other information relevant to our services. Your address and your e-mail address. Demographic information e.g. post codes, interests, etc. Also we will ask you for information when you instruct us.
- b. We currently may hold personal and confidential information about you and may obtain or receive such information about you in the future. The information we process about you will be obtained from various sources, including directly from you, from other organisations including consultants and Local Authorities and HM Land Registry and from persons who know you including business partners.
- c. If you contact us, we may keep a record of that correspondence for the business purpose, e.g. to help address complaints and for staff training.
- d. Details of your visits to our Site including, but not limited to, traffic, location and communication data, whether this is required for our own billing purposes or otherwise.

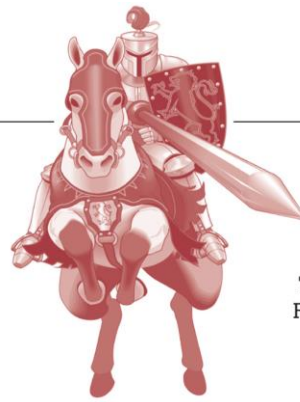
Unfortunately, please note the transmission of information via the internet is not completely secure. We employ security measures designed to protect your personal data, however, we cannot guarantee the security of your data transmitted to our Site. Any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Note, any information given on our website and / or during our advice regarding separate sites / companies, cannot be guaranteed as we are not in control of these sites.

Uses made of the information

We use information held about you in the following ways:

- a. To ensure that content from our Site is presented in the most effective manner for you and for your computer.
- b. To carry out our obligations arising from any contracts entered into between you and us.
- c. We only hold such data where we need to for the purposes of the services we provide to you (e.g. acting as your consultant, agent or as a party wall surveyor), or where it is in our normal course of business to do so. This includes the following purposes:- to consider and implement business and developments; to undertake money laundering checks (which may include telephoning you), compliance and regulatory reporting, fraud prevention and recovering debt.
- d. To notify you about changes to our service, or to contact you (phone, fax, e-mail) on a periodic basis for promotional services unless you have previously opted out (in writing) confirming this.



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Fax: 0117 944 4488

Disclosure of your information

We may disclose your personal information:-

- a. If compelled to do so by law;
- b. If appropriate, where you have provided your consent (which is not necessarily required to be in writing);
- c. Where we have a public or statutory duty to disclose the information;
- d. To our agents or subcontractors for operation reasons;
- e. To third parties such as Planning Authorities or Approved Inspectors;
- f. Where we need to comply with the requirements, etc. of any of our Regulators;
- g. To confirm your identity for money laundering purposes, which may include checking the electoral register;
- h. To any person whom we will or intend to transfer our rights or obligations.

If false or inaccurate information is provided by you or on your behalf, if we suspect fraud or if fraud is identified, details will be kept in our records and also potentially passed to Fraud Prevention Agencies, Law Enforcement Agencies and other organisations involved in crime and fraud prevention which may access and use this information. We and those other organisations may also access and use this information to prevent fraud and money laundering, e.g. when checking details on applications and debt recovery.

From time to time we will engage service providers, agents and subcontractors to provide services. They will have access to and will process your information on our behalf to provide such services. In these circumstances we will ensure they agree to process your information only in accordance with the applicable legislation and under strict obligations of confidentiality.

Change of our Privacy Policy

This Privacy Policy may be updated from time to time so you may want to check it each time you visit our Site.

We need the information we hold about you to be accurate and up to date. Please help us by informing us promptly (in writing) if anything changes of your personal circumstances or details.

You are entitled to a copy of the personal information we hold about you (name, address, e-mail address) on payment of a small fee. Please inform us in writing as soon as possible. For further information on your rights under the Data Protection Act, you can contact <https://www.gov.uk/data-protection>

Contact

Please contact us using the details shown on our Site if you have any questions, comments or requests regarding this Privacy Policy.

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