

## **Privacy Notice**

We are Harveys Surveyors Ltd. Company No 8458319. (“we”, “us”, “our” or Harveys Surveyors Ltd). Our registered office is at: 37 De La Hay Avenue, Plymouth, Devon. PL3 4HS.

Harveys Surveyors Ltd is committed to operating in a way that complies fully with the provisions of the General Data Protection Regulations 2018 (GDPR). Harveys Surveyors Ltd recognises that the data legitimately required to carry out its business must be collected, processed, stored and disposed of fairly, lawfully and with due regard to your confidentiality.

We are committed to safeguarding your privacy. This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

Harveys Surveyors Ltd is a “Data Controller,” which means that we are responsible for deciding how we hold and use personal information about you. We are required - under data protection legislation - to notify you of the information contained in this privacy notice

It is important that you read this notice - together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal information about you - so that you are aware of how and why we are using such information.

### **What information do we collect?**

We collect your personal data because it is necessary in relation to taking steps to enter into a contract with you and/or performance of a contract with you.

We may collect, store and use the following personal information: Your name, address, telephone numbers and personal email addresses.

We do not collect any sensitive personal data about you, such as information about your race, political opinions or religious beliefs unless you provide your explicit consent.

In addition, we do not knowingly collect personal data from, or direct our content towards, those under the age of 16.

### **How do we use your personal data?**

We may use your personal data to;

- carry out our obligations arising from any contracts entered into between you and us and to provide you with the information products and services that you request from us.
- Send statements and invoices to you and collect payment from you.
- Comply with our statutory and regulatory obligations
- Deal with enquiries and complaints made by you

We will not use your personal data for any unrelated purpose.

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where we need to perform the contract we are about to enter into or have entered into with you

- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal or regulatory obligation.

### **Marketing**

We will not disclose your information to any third party for such purposes.

### **Disclosing your personal data to others**

We will not share your personal data with others, unless:

- we are under a duty to disclose or share your personal details in order to comply with any legal obligation, or in order to enforce or apply our rules.
- our business enters into a joint venture with, or is sold to or merged with, another business. We may then share your personal details with our new business partners or owners.
- professional advisers acting as processors or joint controllers including lawyers, bankers, auditors and insurers who provide consultancy, banking, legal, insurance and accounting services.
- HM Revenue & Customs, regulators and other authorities who require reporting of processing activities in certain circumstances.
- You have agreed to it being shared with third parties for relevant activities and we have obtained your prior written consent.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

### **Cookies**

Cookies are text files, placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track your use of a website and to compile statistical reports on website activity. Most browsers allow you to reject all cookies, whilst some browsers allow you to reject just third party cookies. For example, in Internet Explorer, you can refuse all cookies by clicking "Tools", "Internet Options", "Privacy", and selecting "Block all cookies" using the sliding selector. Blocking all cookies will, however, have a negative impact upon the usability of many websites.

### **Where we store your personal data**

We store all of your personal details on a secure server within the European Economic Area.

We will take technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

How long do we keep your personal data for?

We only keep your personal data for as long as is necessary to fulfil the purposes we collected it for (6 years), including for the purposes of satisfying any legal, accounting or reporting requirements.

### **How secure is my data?**

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

### **Your rights**

Under certain circumstances, by law you have the right to:

- Request access to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- Object to processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- Request the transfer of your personal information to another party.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please write to us at – Harveys Surveyors Ltd, 37 De La Hay Avenue, Plymouth, Devon, PL3 4HS. Or email us at [harveyssurveyors.org.uk](mailto:harveyssurveyors.org.uk)

You will not have to pay a fee to access your personal information (or to exercise any of the other rights.) However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

### **You're right to complain**

If you have any problems with the way that we are handling your personal data, you should contact the Information Commissioner's Officer (ICO).

The ICO can be contacted by telephone on 0303 123 113 - Monday to Friday, between 9am and 5pm - or by email at [casework@ico.org.uk](mailto:casework@ico.org.uk). You can also visit the ICO's website by following this link: <https://ico.org.uk/>.

### **Changes to our privacy policy**

We keep our privacy policy under regular review and any updates are posted on our site. This privacy policy was last updated on April 30, 2018.

### **Data Controller**

The data controller responsible for your personal data is Harveys Surveyors Ltd, 37 De La Hay Avenue, Plymouth, Devon, PL3 4HS.

### **Raising Concerns**

If you are concerned about the way in which we collect or process your data, or if you have questions about our policies and procedures, please contact us

Email address: [harveyssurveyors.org.uk](mailto:harveyssurveyors.org.uk)

Postal address: Harvey Surveyors Ltd, 37 De La Hay Avenue, Plymouth, Devon, PL3 4HS.

Telephone number: 01752 600034