

FULWOOD SURVEYING SERVICES - PRIVACY POLICY

Introduction

This the privacy policy of Fulwood Surveying Services Ltd company registration No.7523866 England and Wales, registered office is c/o Blawill Holdings Ltd, 1-11 Alvin Street, Gloucester, GL1 3EJ. "I", "our", "us", or "we" refer to the business, Fulwood Surveying Services Ltd.

At Fulwood Surveying Services Ltd we are committed to respecting the privacy of our clients and contacts. This policy is to explain to you how we use and protect personal data, (also known as personal information), which is provided or that we obtain on our client's behalf and their rights in relation to the personal information we hold.

We collect, receive and store information from the following;

- The client who instructs us to act on their behalf;
- Third parties such as surveyors, lawyers, insurers and other parties related to our instruction including contact information and information relating to our client or third parties;
- We may keep a record of any contact and personal information given to us by any other means, e.g. telephone, email contact information.
- From public sources such as Land Registry;
- Our website, www.fulwoodsurveying.co.uk, provider BT use cookies for tracking purposes. The cookies allow them to understand general traffic to the website.

How we use and store your personal information

The personal information we receive from our business clients in the form of emails, letters, reports and other documents will only be accessed by Fulwood Surveying Services for the purpose for which it is intended. We never share personal information with other parties, except where necessary for the purpose of party wall and rights to light or neighbourly matters advice. Information in the form of files are kept securely for a minimum of 6 years after closure of file and in the case of electronic data held securely on BT servers. In the worst case, should there be a security breach, we will notify our clients other relevant parties including any applicable regulator.

Disclosure of personal information

We may need to transfer some personal information to other professional advisors or organisations with whom we are working in relation to the service we are providing. In this case, we will ensure that other such bodies also meet the relevant legal requirement for transferring data and keeping it safe.

Your rights;

We intend to abide by all rights, in relation to personal information held by us.

Under data protection legislation, you may, for example:

- Request access to personal data (commonly known as a “data subject access request”);
- Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, subject to verification of the new data you provide to us;
- Request erasure of your personal data. You have the right to ask us to erase your personal information in certain circumstances;
- In certain circumstances you have a right to object to processing of your personal data where we are relying on a legitimate interest (or those of a third party).
- You have the right to ask us to restrict the processing of your information in certain circumstances;
- In certain circumstances you have a right to request the transfer of your personal data to you or to a third party. This only applies to information you have given us;
- Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

Changes to this policy

This policy is effective from 25 May 2018. We may change this privacy policy from time to time as our business and internal practices and/or applicable laws change. We will not make any use of your personal information that is inconsistent with the original purpose(s) for which it was collected or obtained.

Our contact details

If you would like to get in touch to discuss this policy, or request access to the personal data that we hold on you, please contact us using one of the following options:

- Email: info@fulwoodsurveying.co.uk
- Post: Fulwood Surveying Services Ltd, Pheasant Field, The Knoll, Cranham, Gloucestershire, GL4 8HR
- Phone: 01452 813495

Complaints

You have the right to complain to the Information Commissioner about the way in which we collect and use your personal data: www.ico.org.uk/concerns or telephone 0303 123 1113.