

Project Chartered Surveyors Privacy Policy

Our contact details

Name: Project Chartered Surveyors
Address: Holly Tree Barn, Lower Barn Farm, London Road,
Rayleigh, SS6 9ET
Phone Number: 01268 387 300
E-mail: info@projectsurveyors.co.uk
Date of Notice: 22 November 2021

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts, and characteristics (for example, name and contact details).
- Employee data

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- In relation to performance of a contract for services to be provided
- In relation to legal compliance

We also receive personal information indirectly, from the following sources in the following scenarios:

- From Estate Agents and Property Managers in order to arrange site visits
- From other Third Parties who have indirectly instructed us but are not our direct client

We use the information that you have given us in order to:

- Create contracts for services to be provided
- Arrange inspections/surveys

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting info@projectsurveors.co.uk, 01268 387 300 and/or Project Chartered Surveyors, Holly Tree Barn, Lower Barn Farm, London Road, Rayleigh, SS6 9ET.

(b) We have a contractual obligation.

(c) We have a legal obligation.

How we store your personal information

Your information is securely stored on UK based servers.

We keep personal identifiers, contacts, and characteristics in relation to our clients and job instructions for no longer than necessary. We will then dispose of your information by deleting from our electronic files and shredding any paper documents.

We keep employee data for no longer than necessary. We will then dispose of your information by deleting from our electronic files and shredding any paper documents.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@projectsurveors.co.uk, 01268 387 300 and/or Project Chartered Surveyors, Holly Tree Barn, Lower Barn Farm, London Road, Rayleigh, SS6 9ET if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at info@projectsurveors.co.uk, 01268 387 300 and/or Project Chartered Surveyors, Holly Tree Barn, Lower Barn Farm, London Road, Rayleigh, SS6 9ET.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>