



**ABBEY HILL  
SURVEYORS PRIVACY  
POLICY**

May 2018

Abbey Hill Surveyors Ltd treats the privacy of its clients very seriously and we take appropriate security measures to safeguard your privacy. This policy explains how we protect and manage any personal data provided to us. Personal data is any information that may be used to identify an individual including a name, home or other address, email address or other contact information, whether home, work or mobile.

### **How we obtain personal data**

Information from other sources – Corporate Client instructions

When we receive a survey or valuation instruction from a corporate client, they provide us with the following information, which you will have already submitted to them and specifically given them permission to allow them to pass this information to other companies that provide similar services to those we offer.

1. Survey / valuation on a property sale
  - Name and sometimes address of the applicant
  - Address of the property to be inspected
  - Access details for that property / estate agent
  - Vendor or tenant of that property
  - Purchase price of the property
  - Amount of advance
  
2. Survey / valuation on a property remortgage
  - Name and address of the applicant
  - Address of the property to be inspected
  - Access details for that property (usually applicant or tenant)
  - Estimated value of the property
  - Amount of advance

### **Private client instructions**

When we receive an enquiry or a formal instruction, we will ask for the following information

- Name and address
- Address of the property to be inspected if different
- Access details to that property
- Contact telephone numbers and email
- Purchase price or estimated value of the property to be inspected
- Any other relevant information pertinent to the enquiry

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

We use your personal data to

1. Identify the property to be inspected
2. Check we have no conflicts of interest
3. Gain access to the property to be inspected
4. Attach your name and the address of the property to be inspected onto a report if appropriate

## **Sharing information**

We do not share any information with any other company / person

## **How long do we keep your information?**

We keep information for as long as it is necessary to comply with legal statutory and industry regulatory obligations

## **Data Security**

Once we hold your personal data we take all reasonable steps to prevent any unauthorised access. Only individuals who need to access your personal data will have access to it and any third parties are subject to a duty of confidentiality.

If we become aware of any data breach we will notify the Information Commissioners Office, should we believe the breach to be serious we may notify you in accordance with our legal requirements.

Your personal data will not be transferred outside of the EU unless agreement is in place offering the same level of protection for your personal data.

If you use our services while you are outside the EEA, your information may be transferred outside the EEA in order to provide you with those services.

## **Your rights**

Under applicable law, you have the right to:

- Request a copy of your personal information
- Ask us the purpose for which we are processing your personal data
- The period for which we store your personal data
- Request that we stop using your data for certain purposes
- Request correction and/or deletion of your personal information
- Ask that we provide the personal data we hold on you in a commonly used machine readable form.
- Complain to the Information Commissioners Office if your privacy rights are violated, or if you have suffered as a result of unlawful processing of your personal information

## **Contact**

If you would like to exercise any of the rights you have with regard to your personal information that we hold, please write to:

Mr A J Beech MRICS  
Abbey Hill Surveyors  
First Floor, 14 Market Place  
Shifnal  
Shropshire  
TF11 9AZ