

Urban Surveying & Design - Privacy policy.

This privacy policy sets out how Urban Surveying and Design (collectively referred to as 'we', 'us' or 'our' within this policy) collects, uses and protects any information that you give us.

It is important that you read this privacy notice so that you are fully aware of how and why we are using your data.

The Data we collect:

Personal data, or personal information, means any information about an individual from which that person can be identified. We may collect, use, store and transfer different kinds of personal data about you and we explain as follows:

What we collect:

We may collect the following information:

- Name, date of birth and gender;
- Contact information including (personal and or business) postal address, billing address, email address and telephone numbers;
- Financial data such as bank account and payment card details;
- Transaction Data includes details about payments to and from you.

We do not collect any 'Special Categories of Personal Data' about you which includes but is not exhaustive to: race/ethnicity, religious/philosophical beliefs, sexual orientation, political opinions, trade union membership, information about your health.

How do we collect your personal data:

We use different methods to collect data from and about you including through:

- Direct interactions whereby you/we have completed forms; or by corresponding with you/us by post, phone or email.
- Third parties or publicly available sources. We may receive personal data about you from various third parties and public sources such as:
 - a) Technical Data from analytics providers, advertising networks and search information providers.
 - b) Where we are working closely with third parties we will notify you if we receive information about you from them and the purposes for which we intend to use that information.
 - c) Identity and contact data from publicly available sources such as Companies House, The Electoral Register, Land Registry or any other paid subscription service based inside the EU.

Cookies:

Our website uses cookies to establish an individual's use of our website, this enables us to monitor and improve our website. Please see our Cookie Policy for more information.

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Where we need to perform the contract, we have or are about to enter into with you;
- Internal record keeping and obligations;
- We may use the information for legitimate interests (or those of a third party) where your interests and rights do not override such interests;
- From time to time, we may also use your information to contact you regarding our services or advertising feedback. We may use the information to customise our services and website according to such feedback;
- Where we need to comply with a legal or regulatory obligation in which case we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law

If you fail or refuse to provide personal data:

Where we need to collect personal data to perform our contract with you or by law and you refuse or fail to provide such data, we may not be able to perform the contract, obligations or services we have/or are trying to enter into with you. In this instance we reserve the right to cancel the service you have or are trying to obtain from us but we will notify you if this at the time.

Disclosure of personal data:

We may have to share your personal data with the following external third parties:

- i. Local authorities, business associates, sub-contractors or payment services/providers;
- ii. Specific third parties such as other consultants, accountants, legal professionals and other relevant expert consultants;
- iii. Property search agents, HMLR or Government bodies;
- iv. Third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice.

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.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

International

We do not process your personal data outside of the European Economic Area.

Data security:

We are committed to ensuring that your information is secure. In order to prevent unauthorised access, alteration or disclosure, we have put in place suitable security measures to safeguard and secure the information we collect. We also limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have procedural measures in place to deal with any suspected personal data breach and will notify you, and any applicable regulator, of any breach where we are legally required to do so.

How long we retain your data:

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for.

We are required under UK law to keep your basic information including name, address, contact details, financial and transactional data for a minimum of 6 years after which time it will be destroyed.

If at any point you wish to know what data we hold about you, how we process it, if it is incorrect or if you wish to have your data deleted you can request this by contacting us at info@urban-surveying.com

Further information:

For the purpose of the Data Protection Act 1998 (the Act) and the EU General Data Protection Regulation (GDPR), we have appointed a data privacy manager (Ms Julie Collyer) who is responsible for overseeing questions in relation to this privacy notice. If you have any questions about this privacy notice, please contact the data privacy manager on info@urban-surveying.com or at The Old Bakery, 22 Church Street, St Peters, Broadstairs, Kent CT10 2TT or by telephone on 01843 867507.

If you have a complaint on how we have handled your Information, please contact us as detailed above in order to have the matter investigated. If you are not satisfied with our

response or believe that we are not processing your Information in accordance with the law, you have the right to complain to the Information Commissioner's Office at www.ico.org.uk

Urban Surveying and Design may change this policy from time to time by updating this page. You should check this page occasionally to ensure that you are happy with any changes. This policy is effective from 25th May 2018. It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.