

PRIVACY POLICY / TERMS & CONDITIONS

HOW WE USE YOUR DATA

INTRODUCTION

We are Geo Hallam & Sons, Chartered Surveyors, referred to in this document as 'GH&S'.

If you have any questions about this document, or about how we look after your data, please contact Roger Davis on 0115 958 0301 or GDPR@geohallam.co.uk.

GH&S is regarded as a 'Data Controller'. This statement means that under the General Data Protection Act (GDPR) we may control and process your personal data, and in certain circumstances sensitive data.

In the course of our business GH&S are committed to establishing that your privacy is protected. Therefore, we require you to read and understand this document carefully because it contains important information about how we process your personal data.

This document is addressed to our clients, staff and any other third party that we may deal with in the course of our business.

PERSONAL DATA

In the course of our business it may be necessary to request personal data about you or your organisation, i.e.:

- Name
- Contact details
- Identity documents
- Previous address information
- Current and past Landlord information
- Salary details
- Character and work references
- Employment information
- Whether you have any criminal convictions
- Obtaining credit reference

The above information may be provided by email, post or delivered in person.

COOKIES

In addition, our website uses Cookies which will enable GH&S to identify your computer when using the website. A Cookie is defined as a file sent by the website to your computer and used to identify you so we can deliver a personalised service, refer to <http://www.geohallam.co.uk/cookies>.

You can configure your browser to refuse or restrict the use of Cookies but if you do so you may be unable to access certain parts of our website. Further information can be obtained from visiting <https://www.aboutcookies.org/>.

Should our website have personal login information then this will allow the right of access to check the accuracy of the data stored so that if there has been any change in circumstances it can be corrected.

The above will enable GH&S to monitor how many times the site is visited and by whom which may be used in the course of our business.

Further information may be received from other sources which would be added to the information which we already hold about you.

If you do not want to accept Cookies you can change your browser setting so that Cookies are not accepted. However, if you do this certain functions of the website may be lost. For further information about Cookies and how to disable them please go to <https://www.aboutcookies.org/>, or <http://www.allaboutcookies.org/>.

WHAT DO WE DO WITH YOUR PERSONAL DATA

Data could be used for one or more of the following purposes:

- Administration
- Enabling us to process payments
- To enable us to notify you when there are any changes to our website or services which may affect you
- Notifying you of the updating of our Privacy Policy
- For the purposes of assessing your application for our services
- Fraud prevention
- Generally delivering services to you
- In certain circumstances, where we are legally required to do so, as we have an obligation to a third party
- Direct marketing where you have specifically consented

WHO HAS ACCESS TO ANY PERSONAL INFORMATION

Data will only be accessed by a member of staff at GH&S, or where it is necessary to provide such information to a third party in the course of our business.

It may be necessary to release personal information to third party contractors who are working on behalf of GH&S. As such we may pass your information to our third party service providers, agents, sub-contractors and organisation for the purpose of providing services and completing work to you on our behalf. GH&S however confirm that when third party service providers are used only the relevant personal information to deliver that service will be provided and all contractors will be advised that any personal information supplied they will not use for their own direct marketing purposes, unless you have requested that we can do so, or where we are obliged legally to release such information necessary for the prevention of fraud or other crime.

In certain circumstances we may transfer your personal information to a third party as part of a sale of some or all of our business and assets to any third party as a result of any reorganisation, or if we are under to disclose or share your personal data in order to comply with any legal obligation. However, our aim is to ensure that your privacy rights continue to be protected.

HOW IS THE DATA KEPT SECURE

Access to all of our systems is controlled by user name and password which are specific to the user, such as:

- Electronic personal data is retained on secure service
- Staff is trained regularly on good file management

GH&S therefore can confirm that in order to prevent unauthorised access or disclosure consider they have the appropriate protection in place to ensure that the information supplied is secure.

However, where any names / contact details and preferences are transmitted normally over the internet it can never be guaranteed to be 100% secure. Therefore, whilst GH&S will make all efforts to protect your personal information, we cannot guarantee the security of any information forwarded to us and you do so at your own risk. However, once we receive such information, every effort will be made to ensure that your privacy is maintained.

HOW LONG DO WE KEEP YOUR DATA FOR

Our aim is not to keep your data for any longer than is required to complete a specific task or provide you with our services. We have created a separate policy setting out the retention periods for certain types of data and you can ask to see a copy of this policy. Contact details are referred to under the 'Your Rights' heading below. You have also the right, at any time, to ask us to remove your data from any documents that we may hold.

INFORMATION SUPPLIED BY OTHER INDIVIDUALS

You may provide us information on behalf of someone else and you may provide evidence that the other person has appointed you to act on his / her behalf and has agreed that you can:

- Receive on his / her behalf any data protection notices
- Give consent on his / her behalf to the processing of any personal data

YOUR RIGHTS

Rights available to you under GDPR include:

- Issue a complaint to the Information Commissioner's Office (ICO). Their website is <https://ico.org.uk/global/contact-us/>
- Request your personal data be transferred to another person
- Request access to deletion or correction of your personal data

To exercise any of your rights concerning your information please email, GDPR@geohallam.co.uk, or write to GH&S at 24 Regent Street, Nottingham NG1 5BQ.

Please note that we may in the course of our business ask you to provide proof of your identity, such as a passport or driving licence so as to satisfy Money Laundering Regulations. We have no choice in the matter and it can sometimes be embarrassing, even if we know you.

DATE OF REVIEW

This policy was reviewed on 25 May 2018. Please refer to our website for updates.