



Your privacy is important to us. This policy describes our approach to collecting, storing and using any data we have about you and your rights in respect of that data.

You may have heard of the General Data Protection Regulations (GDPR) which were introduced by the European Union in 2018. In the UK, these Regulations are set into law by the Data Protection Act 2018. This legislation provides you as an individual various rights in respect of the data any commercial business hold about you. In brief, businesses and organisations such as GAR Property Consultants Ltd have a duty to ensure that any information held about you is:

- Used fairly, lawfully and transparently
- Used for specified, explicit purposes
- Used in a way that is adequate, relevant and limited to only what is necessary
- Accurate and where necessary, kept up to date
- Kept for no longer than is necessary
- Handled in a way that ensures appropriate security, including protection against unlawful or unauthorised processing, access, loss, destruction or damage

GAR Property Consultants Ltd take the protection of your data seriously. With this in mind, we set out below our approach to complying with these requirements and ensuring your privacy is maintained.

What data do we collect?

We do not collect any data about you that you do not voluntarily provide to us. This may be via our web enquiry form, emails, telephone calls, social media, or in person. In order to carry out our services, we need to collect certain data about you such as:

- Name
- Address
- Telephone number and email address
- Details of any properties you have discussed with us, or engaged us to provide services for, including that property address, market value, number of bedrooms, floor area, condition concerns, your plans for the property, etc.

In addition to these basic details, we will ask you to complete our Pre-survey Health and Safety Questionnaire as part of our standard engagement process. This will collect information necessary to ensure our surveyors' health and safety during surveys, inspections and the like.

How do we use your data?

Any data collected will only be used for the purposes of delivering our surveying / property consultancy services to you, unless agreed otherwise. This may include holding your details on a database and within emails, etc. We may occasionally send marketing communications via email. Where you are included on such marketing lists, you will be informed of this beforehand. You can request to be removed from these lists at any time.

Under no circumstances will we sell or otherwise transfer your data to any third party except as required in the usual carrying out of our services, or as required under UK law.



What if we hold incorrect data about you?

We always strive to ensure our data is up to date and accurate. However, if you notice any of the data we use is incorrect, we ask that you please let us know, in order for corrections to be made.

How long do we keep your data?

Under common law, we are required to keep records of the services provided to you for up to 6 years. Therefore, we shall keep any data collected via communications and during inspections securely for 6 years, after which time all hard copy and digital data shall be securely destroyed.

How do we keep your data safe?

Any data we hold is kept on a password-protected offline storage device to ensure that this cannot be accessed by unauthorised parties. We may store some data in an online, cloud-based storage service, which is provided by a third party. We use our best endeavours to ensure that any data stored online is transferred and kept securely and is not accessible by anyone except those authorised to view/use it.

What about sensitive data?

We do not collect any data whatsoever relating to sensitive subjects, such as your race, ethnicity, gender, political opinions, religious beliefs, health, or sexual orientation.

What are my rights?

Under the Data Protection Act 2018, you have the right to find out what information we store about you. These include the right to:

- Be informed about how your data is being used
- Access personal data
- Have incorrect data updated
- Have data erased
- Stop or restrict the processing of your data
- Data portability (allowing you to obtain and reuse your data for different services)
- Object to how your data is processed in certain circumstances

If you would like a copy of the data we hold about you, you may request this at any time. We may charge a small administration fee to cover the cost of our time in compiling this. You may also at any time request that we erase information we hold about you, or to restrict our ability to process or use your data. To do this, please contact us in writing, via email or letter. If at any time you have any concerns about the way we have collected or used your data, please contact us in the first instance. If you wish to make a further complaint, this can be directed to the Information Commissioner's Office as detailed below:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Email: casework@ico.org.uk
Telephone: 0303 123 1113