

## **Homemover Surveys - Privacy Policy**

This document sets out how Homemover Surveys uses and protects any information that you give to Homemover Construction and Design Management Ltd and HM Surveyors Ltd.

### **The data that we may collect:**

The information we collect may include a combination of the following :

Your name (or names)

Current Address and contact information (email, telephone etc)

Address of property of interest (potential purchase / owned property other than residence)

Plans and requirements for future modification, alteration and or remedial works.

Estate agent, mortgage broker, insurance company and/or solicitors details as part of our dealings on your behalf.

Previous contractors/builders/ guarantors

Bank or credit card details

### **The source of the personal information**

Personal information is gathered from you directly, it could be verbally, in writing, by email or via our website. Information may also be created about you, your property or your potential purchase when you use our services.

We may receive information about you from other third party service providers such as introducers, previous clients, estate agents, mortgage brokers, insurance companies, accountants, solicitors, local authority offices, other intermediaries or tracing agents, identity check agencies or organisations used to assist in the prevention and detention of crime. We may combine this information with information you give to us and information we collect about you.

### **What we do with the information we gather**

We require this information to better understand your needs and provide you with the best level of service that we can. Your data will be used for the following activities:

Provide appropriate reports and information based on the information that you provide or request.

Provision of support and guidance in planning activities to achieve client specified requirements.

To notify you verbally or in writing (email/letter) of status updates regarding any ongoing surveys, quote provision or other work we are currently engaged in, on your behalf.

Instruction and overseeing of third party contractors and consultants to provide agreed services.

To follow the rules of any applicable governmental & regulatory bodies

For management and auditing of our business operations including accounting

To process card or electronic bank payments

For analysis and developing statistics

To produce information for third parties (e.g. mortgage lenders, insurance providers, local authorities, etc.) where you have instructed us to do so.

To comply with all legal and regulatory obligations

## **The legal grounds for our processing of your personal information**

We rely on the following legal bases to use your personal data:

With your consent or explicit consent for some direct marketing (quote) communications.  
6(1)(a)

Where your data is needed to provide you with our products and/or services such as in assessing which property survey options are suitable based on your personal needs and circumstances 6(1)(b)

To comply with our legal obligations 6(1)(c)

Where it is in our legitimate interests to do so such as to manage your products and services and maintain your records 6(1)(f)

## **When we share your personal information with other organisations**

We may share information with the following third parties for the purposes listed above:

Contractors, consultants, product / service providers

Government and regulatory

Other organisations who provide services such as compliance, hosting, IT software and document storage providers

To a prospective buyer of the business.

## **Personal Information transferred outside the European Economic Area (EEA)**

Sometimes your personal information may be transferred outside of EEA. If it does so, we will make sure that suitable safeguards are in place, for example by using approved contractual agreements.

## **Security**

We are committed to ensuring that your information is held securely. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

However, you should be aware that the transmission of information via the internet is not completely secure and therefore we cannot guarantee the security of data sent to us electronically and transmission of such data is therefore entirely at your own risk. Where we have given you (or where you have chosen) a password so that you can access certain parts of our site, you are responsible for keeping this password confidential.

## **Your rights under data protection laws**

Here is a list of the rights individuals have under data protection laws:

The right to be informed about the processing of your personal information  
The right to have your personal information corrected if inaccurate or if incomplete  
The right to object to processing of your personal information  
The right to restrict processing of your personal information  
The right to have your personal information erased  
The right to request access to your personal information  
The right to move, copy or transfer your personal information

Rights in relation to automated decision making

You have the right to complain to the Information Commissioner's Office which enforces data protection laws at [www.ico.org.uk](http://www.ico.org.uk) or by telephoning 0303 123 1113. You can also contact us using the details at the bottom of this document. Where we are relying upon your consent to process personal data you can withdraw this consent at any time by contacting us.

## **How long your information is retained by us**

Your information regarding any work(s) we have undertaken, organised or overseen on your behalf is stored on our bespoke data systems; either in a live or archived environment. The data is kept to provide you with on going support in years to come. This information is not removed unless you make a request to do so. At which time the information that we hold will be destroyed (physical and electronic copies)  
No complete banking or credit card information is stored beyond the initial attempt to process payment with the exception of our contractors / consultants who's details we retain to make contractual payments. Partial client details may appear on payment receipts for accounting purposes and are disposed of in line with legal requirements.  
For all other matters, retention periods in line with legal and regulatory requirements or guidance

## **Controlling your personal information**

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties but only at your request.

## Using our website [homemoversurveys.co.uk](http://homemoversurveys.co.uk)

### **Cookies**

We may use “cookies” to keep track of your visit to our website and give you a better browsing experience. Where used, these cookies are downloaded to your computer automatically. These files are stored on your computer’s hard drive. They help us to improve our website and the service that we provide to you. All computers have the ability to decline cookies. This can be done by activating the setting on your browser which enables you to decline the cookies. Please note that should you choose to decline cookies, you may be unable to access particular parts of our website or asked to provide your information more than once.

### **Social media widgets and applications**

Currently our website does not interact with third party social media applications. However, future developments may include functionality to enable sharing via third party social media applications, such as the Facebook Share button and Twitter widget. These social media applications may collect and use information regarding your use of our site. Any personal information that you provide via such social media applications may be collected and used by that social media application and such interactions are governed by the privacy policies of the companies that provide the application. We do not have control over, or responsibility for, those companies or their use of your information.

### **Links to external websites**

Our site may, from time to time, contain links to and from the websites of our partner networks or other business links. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies or how such websites collect and use your data. Please check these policies before you submit any personal data to these websites.

### **Contact us**

If you have questions about our privacy policy or if you wish to exercise your rights, you can write to Ian Wilding at Homemover Surveys, Houldsworth mill, Houldsworth Street, Stockport, SK56DA. Alternatively, you can email to [ianw@homemover.org](mailto:ianw@homemover.org) or call us on 08450 722 922.

Homemover Surveys will update this information from time to time.

In order to check the latest version of this document please visit [homemoversurveys.co.uk](http://homemoversurveys.co.uk) to ensure that you are happy with our current policy. This policy is effective from 20th May 2018.

Date of last update: 20 May 2018