

# **STUART DOWDEN & COMPANY CLIENT PRIVACY NOTICE FOR THE GENERAL DATA PROTECTION REGULATIONS [GDPR]**

## **Introduction**

This privacy notice explains in detail the types of personal data Stuart Dowden & Company [including its employees and subcontractors] may collect about you when you interact with us. It also explains how we collect it, what we use it for, how we store it, who we share it with and how we keep it safe.

We want you to be fully informed about your rights and hope that the following sections answer any questions you may have but, if not, please get in touch with us. Our contact details are at the end of this notice.

We may need to update this privacy notice from time to time but we will notify you of any significant changes.

## **Personal Data**

Personal data means information which identifies you or could be used to identify you, such as your name and contact details and your property details.

## **When we collection your personal date**

We collect your data when you contact us by telephone, email or letter. We do not collect any data from our website.

## **The type of information we collect and keep**

When you ask us for a fee estimate or instruct us to provide services to you we will take and keep some or all of the following personal data [this may vary according to your relationship with us].

- your title
- gender
- name
- address
- email address
- telephone numbers
- if different from the address above the address of the property which is the subject of the services you would like us to provide
- business name if you are instructing us as a business or company
- payment information

When one person is instructing us on behalf of themselves and others then we assume the person contacting us has the authority of the other person to provide us with their details.

## **Why do we keep the information that you share with us?**

Any information we keep is to enable us to fulfill our contract with you to provide building consultancy services and for our legitimate business interests. Your personal data will or may be used for:

- entering into a contract to provide professional services to you;
- providing and managing your job files;
- supplying our services to you;
- personalizing and tailoring our services to you;
- communicating with you, including responding to emails or calls from you;
- acting as party wall surveyor on your behalf and preparing documentation;
- contacting building contractors and professional consultants on your behalf if so required by you.

We will not use your personal data for marketing purposes and we will never pass on your personal data to any third parties for marketing purpose.

### **How long will we keep your personal data?**

If you have made an enquiry of us or we have submitted a fee proposal to you but you have chosen not to enter into a contract with us we will keep your personal data for six months after the last point of contact.

If you enter into a contract with us to provide services to you we will keep your personal details for a minimum of seven years and a maximum of ten years [for insurance purposes] from the last point of contact.

### **How we store and protect your personal data**

We are committed to keeping your personal data safe and secure. We will only store or transfer your personal data in the UK which means it will be fully protected under GDPR. All employees and subcontractors are responsible for ensuring that any personal data which they hold is kept securely and not disclosed to any unauthorized third parties.

### **Who we share your information with**

We will not share any of your personal data with third parties other than to fulfill our contract with you and if we are legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order or the instructions of a government authority.

### **Correcting inaccurate personal data**

We endeavour to keep your personal information up to date. If you find that the information we hold is incorrect, or if there has been a change, please let us know so that we can update our records.

### **Obtaining a copy of your personal data**

You have the right to obtain a copy of your personal data free of charge. To do so please email us at [stuart@stuardowden.co.uk](mailto:stuart@stuardowden.co.uk) or write to us at the address at the end of this document. We will provide this to you as soon as we can, but at the latest, within one month of receipt of your request.

### **Right to erase your personal data**

In certain circumstances you have the right to have personal data that we hold about you blocked, erased or destroyed.

### **If you are unhappy with how we have handled your personal data**

We are working hard to put in place the systems and processes that are required to look after your personal data and these are under constant review. If you are unhappy in any way please contact us.

Email [stuart@stuardowden.co.uk](mailto:stuart@stuardowden.co.uk)

Tel: 07956 915 486

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