

Roy McClure Associates-GDPR Privacy Policy

Privacy Policy

The General Data Protection Regulation (GDPR) came into force in the UK and across Europe on 25th May 2018. This dictates the way businesses store, manage and process your personal data. To comply, Roy McClure Associates have the following privacy policy.

Who Are We?

Roy McClure Associates are Chartered Surveyors and Valuers. Our address is 26 The Green, Richmond-Upon-Thames, Surrey TW9 1LX. You may contact us at this address by post, by email at info@roymcclure.co.uk or by telephone on 020 8940 4892 or by mobile numbers.

This Privacy Policy provides information about the data we collect when you contact us by post, website, email or by telephone. According to the General Data Protection Regulations (GDPR), we are acting as a data controller. By law, we are required to provide you with information about us, why and how we use your data and the rights you have over your data.

This Privacy Policy informs you how and why Roy McClure Associates uses personal data from clients and other members of the public, in accordance with the GDPR. When we refer to “we” or “us” in this policy we are referring to Roy McClure Associates.

What Personal Data do we Collect from Clients?

Personal data collected when you instruct us to undertake surveying services will include:

- Your name or the name of the Instructing Client
- Your correspondence address.
- Your telephone number.
- Your email address.
- The address of the property you are interested in purchasing.
- The reason for your property purchase (whether for owner occupation or investment).
- The Estate Agents or sellers’ details for access.

We do not request, collect or store personal data about you such as age, health, ethnic origin, religious or philosophical beliefs, etc.

Why Do We Collect Data?

We collect data so that we may:

- Communicate with you.
- Establish your requirements.
- Provide you with a quotation for professional services.
- Carry out your instructions.
- Ensure you were satisfied with the work undertaken.

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What Personal Data Do We Provide Social Media?

We will not collect or share your personal data via social media.

What Personal Data Do We Collect from Website Visitors?

By requesting a quotation on our website, you voluntarily supply your data. This allows us to respond to your request. This data may include your name, email address, telephone number and details of the property that you wish to purchase. Once this data has been received, it will not be retained on the website servers. Thereafter, if you decide not to use our professional services, your data will not be used for any further purpose and will be securely deleted from our internal systems within 28 days.

Linking to Other Sites

Our website provides links to other websites. These, whilst likely to be of interest, are not owned or controlled by us. We cannot be responsible for the privacy practices used by other websites, nor their content or accuracy.

Our privacy policy does not apply to third party sites that you may access from our website. We therefore recommend that you familiarise yourself with the applicable privacy policy relating to any third party site.

Cookies

Our website uses “cookie” technology. A “cookie” is an element of data that a website can send to your browser. It is not a computer program and has no ability to read data on your computer or instruct your computer to perform a function. On our website, cookies are not used to collect personal data. They may be used to aid the functionality of the website. Most browsers provide a simple procedure that will enable you to control whether you want to receive cookies or not. For further instructions on how to stop cookies being installed on your browser, please see: www.allaboutcookies.org/managecookies

We use a third party, UK-based data processor, Krystal Hosting, to host our website and to help maintain its security and performance.

How We Use Your Data

We only use personal data if we are satisfied that it is lawful and fair to do so where:

- You have given consent to us using your data for the specific purposes as described.
- It is required to enable us to undertake professional services on your behalf.
- We need to comply with a legal or regulatory obligation.

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Sharing Your Data

Personal data will not be used for marketing nor sold or shared with third parties.

We will provide data to third parties:

- Where you have given us express consent to share the data.
- Where data is passed to our third party service providers or ‘third party data processors’, (according to GDPR), who provide operational and technical support to make the delivery of our services more efficient. A list of our third party service providers can be provided upon request.
- Where we have a legal or regulatory duty to disclose or share your personal data. This could relate for example to a Court Order or for the prevention of fraud or other crime or in relation to audits, enquiries or investigations by our regulatory body (RICS).
- To enforce any contracted terms and conditions or agreements between us.
- If required as part of a sale or the restructuring or reorganisation of the business. Advanced notice will be given to ensure your privacy rights remain protected.
- Where this is required to protect rights, property and safety of ourselves or others. This includes exchanging information with our insurers, other companies, organisations and regulators.

Data Security & Retention

We have security measures in place to prevent your personal data from being accidentally lost, used, accessed in an unauthorised way, altered or disclosed.

Data is held electronically in our office file servers. Our IT infrastructure has protective firewalls, internet security and anti-malware software. As you will appreciate the transmission of data via the internet is never completely secure. Whilst we will do our best to protect your personal data, we cannot guarantee the security of your electronic data transmitted to us. Any transmission is at your own risk.

Data will be held for as long as required by law, by our professional indemnity insurers or our regulatory body (RICS). Our retention period for personal data is twelve years from the conclusion of your instructions. This retention period may be extended or reduced where deemed necessary for example, to defend legal proceedings or if there is an on-going investigation relating to the data. When necessary, we will dispose of or delete your data securely.

We ensure our employees, agents and contractors are aware of their privacy and data security obligations and take reasonable steps to ensure third parties comply with privacy obligations.

We may give third parties access to the personal data we hold about you in order to comply with our regulatory obligations This for example could be our professional indemnity insurers or our regulatory body (RICS).

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Complaints

The personal data you provide such as your name and the name(s) of any other individuals involved in the complaint process will be used by us to respond. Where appropriate we will share this data with third parties such our professional indemnity insurers or regulatory body (RICS).

Your Rights over Your Data

By law and in certain circumstances, you have the right to:

- Request access to your personal data (known as a "data subject access request"). enabling you to receive a copy of the data to check we are lawfully processing it.
- Request we correct any data which is incorrect, incomplete or inaccurate.
- Ask us to erase your personal data from our files and systems, where there is no good reason for us retaining it.
- Ask us to restrict or suspend the use of your personal data if for example, you want us to establish its accuracy or our reasons for using it.
- Ask us to transfer your personal data to another person or organisation.

To submit a request by email or telephone, please use the contact information provided.

GDPR Queries & Your Right to Complain

If you have any questions about this Privacy Policy or about the ways in which we obtain, store, manage and process your personal data, please contact us.

Formal Complaint

You have the right to make a complaint at any time to the Data Commissioner's Office (ICO). This is the UK supervisory authority for data protection issues. Your complaint may be lodged on the ICO website at www.ico.org.uk or by post, to:

The Data Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

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Indemnity

You are solely responsible for the use to which you put our website and all data you obtain from it. All warranties, conditions, representations and terms are hereby legally excluded. We and all contributors to the website disclaim any liability for any loss or damage, be it consequential or indirect. This relates to matters arising in tort or contract or in connection with your access to, or use of, or inability to use our website.

Privacy Policy Copyright

Roy McClure Associates retain copyright of our Privacy Policy. This should only be used for information and not be unlawfully reproduced for any commercial purpose.

Privacy Policy Review

This Privacy Policy relates to GDPR effective from 25th May 2018 subject to periodic review.