



North Building Surveying Ltd Organisation Privacy Notice

25/06/2021

Our contact details.

Name: North Building Surveying Ltd

Address: Russell Chambers, 61a North Street, Keighley, West Yorkshire, BD21 3DS

Phone Number: 07528 154913

E-mail: info@northbuildingsurveying.co.uk

What type of information we have

We currently collect and process the following information:

- Personal identifiers, contacts, and characteristics (for example, name and contact details, including address, phone number and email address)

How we get the information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To create a contract by signing a terms of condition letter so that a residential survey can be carried out.
- To provide a quotation for our services.
- To allow us to correspond with you in relation to a service provided or information requested by you.

We also receive personal information indirectly, from the following sources in the following scenarios:

- Warranty companies. This will be where you have instructed a warranty for a property, and we are carrying out the surveys on their behalf. You will have been made aware that we are carrying out the surveys.
- Approved inspectors. This will be where you have made a building control application with that Approved Inspector, and we are carrying out surveys on their behalf.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) We have a contractual obligation to keep accurate business records

(b) We have a legal obligation to keep accurate business records

What we do with the information we have

We use the information that you have given us in order to

- Send invoices.
- Contact you in the execution of carrying out our contractual obligation to you or the warranty company, Approved Inspector, or any other third-party firm with whom you have a contract. In all cases you will be aware that we are acting for the party providing the information.
- Maintain records that we are required to keep for lawful reasons and in connection with our insurers.

We may share this information with

- Estate agents involved with the sale of a property to be surveyed on your behalf. In this circumstance only your name would be shared, to allow us to verify we have been instructed by you. Any requests to remain anonymous will be honoured.
- Third parties already involved in the same contract. For example, the warranty provider, Approved Inspector, or third-party firm with whom you have a contract, and we are providing surveys for them.

How we store your information

Your information is securely stored.

- Electronically

We keep a copy of the agreed terms of engagement, any emails or written correspondence and the survey report for fifteen years. We will then dispose your information by Deleting it.

Your data protection rights.

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@northbuildingsurveying.co.uk , 07528 154913, Russell Chambers, 61a North Street, Keighley, West Yorkshire, BD21 3DS.

if you wish to make a request.

How to complain

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113