



Policy Information

This document sets out our policies and procedures relating to the following:

1. Privacy
2. Data Protection
3. Complaints

These policies and procedures cross over many aspects of our company and should be viewed together for complete information. Please read these policies carefully and ensure that you understand them, further information can be obtained by contacting us.

Information about us:

- Company information: PICS Professional Ltd
- Company registration number: 15337761
- Registered office address: 61 Bridge St, Kington HR5 3DJ / Contact PO Box 348, Evesham WR11 9GJ
- Phone/ email address: 01905 97 29 29 / hello@picsprofessional.co.uk
- VAT Number pending

1. Privacy Policy

PIC Professional understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of everyone who visits this website, www.picsprofessional.co.uk ("Our Site") and only collect and use your personal data as described in this Privacy Policy. Any personal data we collect will only be used as permitted by law.

The site www.picsprofessional.co.uk is owned and operated by PICS Professional, for further information please see the Contact Information above.

This policy applies only to the site www.picsprofessional.co.uk and we cannot control what data is collected on other sites, so we advise that you always check the privacy policies of those sites.

2. Data Protection Policy

Personal data is defined by the UK GDPR and the Data Protection Act 2018 (collectively, "the Data Protection Legislation") as 'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier'.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

At any time, you can contact us to request a copy of the data we hold for you. This is known as a 'Subject Access Request.'



Under the Data Protection Legislation, you have the following rights, which we will always work to uphold. This Privacy Policy should tell you everything you need to know, and you can always contact us to find out more:

- The right to be informed about our collection and use of your personal data.
- The right to access the personal data we hold about you.
- The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete.
- The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we hold.
- The right to restrict (i.e. prevent) the processing of your personal data.
- The right to object to us using your personal data for a particular purpose or purposes.
- The right to withdraw consent. This means that, if we are relying on your consent as the legal basis for using your personal data, you are free to withdraw that consent at any time.
- The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.
- Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

It is important that your personal data is kept accurate and up to date. If any of the personal data we] hold about you changes, please keep us informed as long as we have that data.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about, we will welcome the opportunity to resolve your concerns ourselves, however, so please contact us first.

Collecting, Using, Storing & Sharing Data

Collecting Data

Our Site collects certain information automatically, including your IP address, the type of browser you are using and certain other non-personal data about your computer or device such as your operating system type or version, and display resolution.

Using Data

Where we collect any personal data, it will be processed and stored securely, for no longer than is necessary in light of the reason(s) for which it was first collected. We will comply with our obligations and safeguard your rights under the Data Protection Legislation at all times.

Storing Data

We will store your personal data in the UK. This means that it will be fully protected under the Data Protection Legislation.

Additionally, and based on software we use, we will store some of your personal data within the European Economic Area (the "EEA"). The EEA consists of all EU member states, plus Norway, Iceland, and Liechtenstein.

This means that your personal data will be fully protected under the EU GDPR and/or to equivalent standards by law. Transfers of personal data to the EEA from the UK are permitted without additional safeguards.



Sharing Data

We may contract with the third parties for hosting and data storage purpose.

We might also share your data for the performance of the contract, At all times, we will endeavour to ensure your data is safe.

If we sell, transfer, or merge parts of our business or assets, your personal data may be transferred to a third party. Any new owner of our business may continue to use your personal data in the same way(s) that we have used it, as specified in this Privacy Policy (i.e. to communicate with you).

In some limited circumstances, we may be 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.

3. Complaints Policy

We aim to give an excellent standard of customer service to every client, but we accept that sometimes things do go wrong.

We would always like to speak to you in the first instance to see if we can resolve your complaint, you can do this by calling the office. If you prefer to contact us in writing, our complaints procedure is as follows:

- Please call, we want to get it right. Our number is 01905 97 29 29.
- If you prefer not to call you can write to, or email us with your concerns.

Formal Written Complaints

Please make your complaint in writing to hello@picsprofessional.co.uk or send it by letter to the office.

1. Initial Reply – We will acknowledge your complaint within 3 business days.
2. Investigation – We may ask you to clearly set out your complaint, so we know how best to resolve. We will then investigate your complaint.
3. Response – We aim to respond within 15 working days with our final viewpoint letter. If your complaint is complex or you submit more than 1 complaint within 15 working days, we will consider this complex, it could take up to 8 weeks to provide a formal response and will notify you of this.
4. Appeal – If you are still not satisfied with our final viewpoint letter (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

You can contact The Property Redress Scheme at www.propertyredress.co.uk

Please note, the ombudsman requires to contact them within 12 months of the date of our final viewpoint, including any evidence to support your case and that that all complaints are addressed through this in-house complaint procedure, before being submitted for an independent review.

Last reviewed April 2025