

# Image Surveys Limited GDPR Policy

This privacy policy sets out how Image Surveys Limited uses and protects any information that you give us when you use this website.

We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

We may change this policy from time to time by checking back here.

## What we collect

We may collect the following information:

- Name and job title
- Contact information including email and home or business address.
- Demographic information such as postcode, occupation
- Other information relevant to customer surveys and/or offers.

To work on your behalf, you formally consent to providing the above information as it is necessary for us to comply with our contractual and legal duties towards you.

We only retain data sufficient for us to handle your work and provide sufficient support and after sales services. In practice we destroy records 7 years after the date of instruction automatically either electronically or using a shredder in the case of paper records.

We use the data for

- Internal record keeping.
- To improve deliver our products and services
- To comply with the law in respect of information about work done tah two are required to keep
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes needed to develop our business and the services we provide. We may contact you by email, phone, or mail.

## Security

We are committed to ensuring that your information is secure. 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. No data is released to third parties other than solely to perform agreed tasks you have asked us to perform on your behalf including but not exclusively handling enquiries, detailed quotes, schedules of work, .proposals and orders. Our data is backed up using cloud based storage systems that are recognised ( E.g. Drop box, One Drive and Google Drive) for secure operations and secure accounting software such as Free agent.

## **How we use cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added, and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system. Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

## **Controlling and access to your personal information**

You may choose to restrict the collection or use of your personal information in the following ways: Whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes. if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at [sales@imagesurveys.com](mailto:sales@imagesurveys.com)

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. You may request details of personal information which we hold about you under the Data Protection Act 1998. On rare occasions a small fee may be payable. We will have to have ID such as a copy of your passport or driving licence to validate the request. This is only for purpose of meeting our legal duties. If you request data on behalf of a third party, we will need further proof of authority such as a power of attorney. If you would like a copy of the information held on you, please write to our correspondence address Office 3, Heritage House, 9B Houghton St, Southport, PR9 0TE or email [mark@imagesurveys.com](mailto:mark@imagesurveys.com) and mark your request as GDPR so we can prioritise it. On very rare occasions we may refuse the request and if we do we shall supply reasons, details of your right to appeal to the ICO and your right to seek an order from a court.

If you believe that any information, we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect. In the event of our data being accessed unlawfully by a third party we shall endeavour to notify you by any address means we have available for you and take steps where appropriate to block any security breach immediately.

C M Carr, Director, Image Surveys Limited

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