



Privacy Notice - Camplings Building Surveying Consultancy Limited

Camplings Building Surveying Consultancy Limited (also known as 'CBS') is the Data Controller for all personal information we process about you.

We will always respect your privacy and will only use your information for specified and lawful purposes as provided for under the General Data Protection Regulation (GDPR). We will use and handle your information responsibly and will take all appropriate organisational and technical measures to safeguard your information from accidental or unlawful destruction, loss, alteration, unauthorised disclosure or access.

What information we collect about you

In order to provide our services and to advise you on matters CBS may collect the following information about you:

Name, postal address, name of business / employer, postal address of business / employer, contact telephone number, contact email address, role in firm or organisation and qualifications

If we are instructed to act on your behalf we may also request further details, such as your date of birth, bank payment information, VAT number etc.

We may also obtain information about you from other sources, including publicly available sources, such as the Land Registry, Electoral Register, online telephone directories, social media platforms.

How your information will be used

We use the information we collect to provide you with our services and for invoicing and accounting purposes, for information about our products, offers and services, to deliver to you advertisements, offers or other content tailored to your interests, and to conduct other CBS business operations.

The following are examples of how we may use the information we collect:

- Provide the services requested
- Answer your questions or respond to your requests.
- Develop new products and services.
- Process payment for invoices or other services.
- Protect against or identify possible fraudulent transactions.
- Send you email and/or postal messages with information about CBS services and other content we think may be of interest to you.
- Analyse the use of, and develop, our products, services and marketing.
- Enforce our Terms and Conditions and otherwise manage our business.

CBS will only process your information in pursuance of our **legitimate interest** if we receive any requests related to, for example, a product or service, a call-back, or specific marketing materials; we will use your personal information to fulfil your request. Where we need to manage your account and protect you against or identify possible fraudulent transactions, we will do so in accordance with our **legal obligation** placed on us under law. We will seek consent from you if we need to process your data for solely identified purposes. To ensure meaningful **consent** is obtained



from you, CBS will provide you with reasonable notice ensuring that your consent is provided on an informed basis.

We will use this personal information as follows:

- To supply goods and/or services as requested by you including such transfer of information to Directors and employees as required for this purpose.
- For internal administration purposes.
- To send our brochure or information leaflet by post, and also occasional newsletters by post or email about property or related matters.
- To market our services to you.

We store personal information on secure servers with access limited to authorised personnel, or on paper files which are kept in our secure offices. We will not release personal details to third parties unless this is necessary in order to fulfil our contracted duties. We may also transfer Information as required to obtain legal advice, comply with legal requirements, protect its rights and property, and the safety of its employees, clients, suppliers and others.

How long we will keep your information

We will retain personal information for the period necessary to fulfil the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law. We are required under UK tax law to keep clients' basic personal data (name, address, contact details) for a minimum of six years. The information we use for marketing purposes will be kept by us until you notify us that you no longer wish to receive this information. If however you wish for us to delete you information from our systems you can request us to do so at any time.

We have a policy of secure disposal of files and documents when information and files are no longer required in order to fulfil our services to our clients.

Lawful basis for processing

We will only process your information where it is necessary to support the legitimate interests of our business or those with whom we may have shared your information except where such interests are overridden by your interests or fundamental rights and freedoms which require the protection of personal data.

International Transfers

CBS does not routinely transfer personal information outside of the European Economic Area (EEA), however, should the need to do so arise we will contact you in advance to seek your consent for a transfer to take place. We will also ensure that where such transfers are carried out they are done so using secure methods that offer sufficient assurances and guarantees that your data is afforded the necessary safeguards to prevent it from accidental or unlawful loss, disclosure, access, alteration or destruction.

Your rights and Access to personal Information we hold about you

You may request access to the personal information which we hold about you under Article 15 of the GDPR, to do so requests must be made in writing (to the addresses specified below) and we may require you to provide valid forms of identification in order to process your request.



Additionally, if you wish to exercise any of your rights under GDPR, such as where you believe any information we hold about you is incorrect, inaccurate or incomplete, where you wish to restrict or object to processing, or, if you are dissatisfied with the way in which CBS has used your information in any way you can report the matter to our Data Protection Officer using the following contact details:

Data Protection Officer, CBS
Camplings Building Surveying Consultancy
1 Station Court
Station Approach, Borough Green, Kent, TN15 8AD

Email: enquiries@cbsconsultancy.co.uk

As long as your request is not manifestly unfounded or excessive, we will provide you with this information free of charge, within 30 days of receipt of your written request. However we reserve the right to make a charge if providing this data requires we retrieve data from backups or storage facilities. We may request proof of identity before we release the data to you.

You also have the right to refer any concerns you may have regarding CBS's use of your information to the Information Commissioners Office (ICO) - more information can be found by visiting the ICO's website at: www.ico.org.uk