

Cooper's Building Surveyors Limited is committed to protecting the privacy of our owners and associates and protecting their personal information. The company is compliant with the GDPR (EU) 2016/679 regulations

Privacy Policy

1. INTRODUCTION

Cooper's Building Surveyors Limited is committed to protecting your privacy and security. This privacy policy explains how and why we use your personal data, to ensure you remain informed and in control of your information.

The General Data Protection Regulation (GDPR) and the UK Data Protection Act 2018 have changed the rules which govern how we can communicate with you.

You can change how we contact you or decide not to receive communications any time. If you wish to do so please contact Cooper's Building Surveyors Limited by emailing us or write to The Data Protection Officer, Cooper's Building Surveyors Limited, 261 Chislehurst road, Petts Wood Kent BR51NS.

For the purpose of this privacy policy the use of "we", "us", "our" refers to Cooper's Building Surveyors Limited.

2. ABOUT US

Your "Personal Data" will be collected and used by Cooper's Building Surveyors Limited, a private limited company with registration number 12556968. The registered office for Cooper's Building Surveyors Limited is 11 Emson Close, Saffron Walden, England, CB10 1HL, The trading address for Cooper's Building Surveyors Limited is 261 Chislehurst road, Petts wood Kent BR5 1NS.

We are a "Controller" in respect of your personal data (ie. any information which identifies you, or which can be identified as relating to you personally). This means we take decisions about the types of personal data we should collect for the purposes of our business.

Any questions you have in relation to this privacy policy or how we use your data should be emailed to The Data Protection Officer, Cooper's Building Surveyors Limited, 261 Chislehurst road, Petts Wood Kent BR51NS.

WHAT INFORMATION WE COLLECT

Personal Data Provided

We collect data you provide to us, or data provided to us, in order to fulfil our statutory party wall duties. For example:

- personal details (full name, email, address, telephone, company details, etc.);
- mortgage provider and amount paid for your property (as per the Title Deeds, although this is irrelevant to our work);
- correspondence sent via email or post relating to the job (from you, your neighbour, surveyor, architect, engineer etc.);
- phone call notes relating to the job (from you, your neighbour, surveyor, architect, engineer etc.);
- photos of your property (only if your property is adjacent to the building works);
- details of any marketing and communications preferences (such as the way we contact you);
- details of your social media engagement with us.

Special Categories of Personal Data

We do not collect or store sensitive personal data (such as information relating to health, beliefs or political affiliation, etc.).

Our website is not intended for use by children and we therefore do not knowingly collect any data regarding children.

4. HOW WE COLLECT INFORMATION

Your personal data may be obtained via email, post, phone or in person, or by any other means of correspondence you have with us. For example, your personal data

is provided when you request a quote by phone, email or via our website, or when you engage with us via social media.

Your personal data may also be provided to us from a third party, for example from a neighbour or another surveyor appointed on the job. This is likely to be by phone, email or post.

Personal information may also be collected automatically during your interaction with our website. For example, information about how you are using our website and your browsing patterns. This personal data will be collected by using cookies and from our contact form. Please view our Cookie Policy for further information.

5. **HOW WE USE INFORMATION**

We use your personal data either with your consent, or where it is necessary in order to:

- enter into, or perform, a contract with you;
- comply with a legal duty;
- protect your vital interests;
- for our own (or a third party's) lawful interests, provided your rights do not override these.

We may process personal data for certain legitimate business purposes, which include some or all of the following:

- where the processing enables us to enhance, modify, personalise or otherwise improve our services and communications via our website and usage of social media;
- to ensure our compliance with best practice (for example should data need to be shared with third parties);
- to identify and prevent fraud;
- to enhance the security of our network and information systems;
- to continue functioning as a business.

When we process your personal data for our legitimate interests, we will make sure that we consider and balance any potential impact on you (both positive and negative), and your rights under data protection laws. Our legitimate business interests do not automatically override your interests – we will not use your

personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law).

In any event, we will only use your information for the purpose it was collected for (or else for closely related purposes):

Administration

We use personal data for administrative purposes. Predominantly this includes fulfilling our statutory party wall duties (whether by email, post, phone or in person). It may also help us respect your marketing preferences (for example if you ask not to receive marketing material, we will keep a record of this).

Internal Analysis

We carry out analysis on our customers to determine market trends, the success of marketing campaigns and to better understand customer behaviour. This helps inform our approach towards marketing and it helps us provide a better experience (for example through more relevant communications).

Marketing

We may use personal data to communicate with customers and potential customers to promote Stanley & Strong. This includes keeping you up to date with our news and updates. Communications will be tailored based on what we think your interests are, from looking at data collected using cookies and from looking at your past transactions. You will always be able to unsubscribe from any such correspondence.

You have the right to object to this processing if you wish, and if you wish to do so, please contact The Data Protection Officer. Please bear in mind that if you object this may affect our ability to carry out tasks above for your benefit.

6. DISCLOSING AND SHARING DATA

If you have opted-in to marketing, communications always come from Cooper's Building Surveyors Limited, 261 Chislehurst road, Petts Wood Kent BR51NS, incorporating our own marketing materials, for example social media and newsletters.

Information shared with third parties

We may disclose personal data to third parties for the following reasons:

- should any third party contracted to assist with the operation of Cooper's Building Surveyors Limited, 261 Chislehurst road, Petts Wood Kent BR51NS (other surveyors, IT and system administrators, lawyers or accountants) require data to carry out their duties. Any third party contracted by us will be subject to strict contractual requirements only to use personal data in accordance with our privacy policy.
- in order to comply with any legal obligation, to enforce or apply our terms of use, or to protect the operation of our website, the rights, property or safety of us or our users;
- should we sell, transfer or merge parts of or all of our business. If there is any change to our business, the new proprietors will be permitted only to use your data in accordance with our privacy policy.

Sister Companies

We may share your personal data with our sister companies to enhance their services or marketing communications. In these instances, personal data would be processed internally by employees of Cooper's Building Surveyors Limited, 261 Chislehurst road, Petts Wood Kent BR51NS. Your preferences may be updated and you may opt-out of communications from our sister companies.

Social Media

We may provide your personal data (such as name, email address or phone number) to digital advertising or social media companies who work on our behalf (such as Facebook, Instagram, LinkedIn, Mailchimp and Twitter). This is so you are shown only relevant advertisements relating to Cooper's Building Surveyors Limited, We will also ensure you are not presented with unnecessary marketing communications from us. You can manage your preferences by using your social media advertising platform settings. You can also contact us with any queries.

8. HOW WE STORE AND PROTECT DATA

We understand the importance of security and confidentiality and we have therefore implemented electronic and managerial procedures to secure the data that you input into our website. For example, Cooper's Building Surveyors Limited,

employees are trained in data protection and abide by strict confidentiality in how all data is handled, security measures are in place including encryption, and our website host follows industry standards.

All data collected and used by Cooper's Building Surveyors Limited, is held on a secure server on and off-site, which has regular backups.

Our website is protected by a Secure Sockets Layer (SSL) certificate. This means that any information sent via our website is encrypted between the client (browser) and our server whilst in transport.

We do not have access to your bank or payment details, and therefore do not store this information.

Cooper's Building Surveyors Limited business activities are based in the UK and we do not transfer data outside of the EEA. There may be occasional overseas emails should you live abroad or go on holiday, and for this we would use our regular mail accounts.

Our website host, is UK based.

Other third parties that provide services to us (for example mail, various social media platforms, our accounting software and banks) may transfer personal data outside of the EEA. However, these organisations are governed by their own privacy frameworks and/or are certified under the US-EU Privacy Shield Framework.

9. DATA RETENTION

We will only use and store information for so long as it is required for the purposes it was collected for. How long information will be stored for depends on the information in question and what it is being used for. We continually review what information we hold and delete what is no longer required.

Data will be stored for a minimum of 6 years from the date an award is served, or from the date of last contact with you, your appointed surveyor or professional team. This includes party wall quotes where we were not appointed.

10. KEEPING YOU IN CONTROL

We want to ensure you remain in control of your personal data. Part of this is making sure you understand your legal rights, which are as follows:

- The *right to be informed* about what personal data is collected and stored about you and how it is used;
- The *right of access* including the right to obtain a copy of the personal data held and to receive the following information –
 1. the purposes of our processing;
 2. the categories of personal data concerned;
- the recipients we disclose the personal data to;
 1. the retention period for storing the personal data;
 2. the data source if the data was not collected directly from us;
- The *right to rectification* to request inaccurate personal data to be amended;
- The *right to erasure* (the “*right to be forgotten*”) and to have personal data erased. This right only applies in certain circumstances;
- The *right to restrict processing* and suppress use of personal data. Personal data can be stored but not used. This right only applies in certain circumstances;
- The *right of portability* to allow you to receive personal data provided to a Controller in a structured, commonly used and machine-readable format. It also gives you the right to request your personal data to be transmitted to another Controller;
- The *right to object* to the processing of your personal data for direct marketing purposes and in certain other circumstances;
- The *right to object to automated decision making*. This right means that solely automated decision making (including profiling) is restricted.

Please keep in mind that there are exceptions to the rights above and, though we will always try to respond to your satisfaction, there may be situations where we are unable to do so.

If you would like further information on your rights or wish to exercise them, please email The Data Protection Officer, Cooper's Building Surveyors Limited, 261 Chislehurst road, Petts Wood Kent BR51NS.

Complaints

You can complain to Cooper's Building Surveyors Limited, 261 Chislehurst Road, Petts Wood Kent BR51NS directly by contacting The Data Protection Officer using the details above. If you wish to make a complaint which does not directly relate to your data protection and privacy rights, you can do so in accordance with our company's complaints policy.

If you are not happy with our response, or you believe that your data protection or privacy rights have been infringed, you can complain to the UK Information Commissioner's Office which regulates and enforces data protection law in the UK. Details of how to do this can be found at www.ico.org.uk.

11. CHANGES TO THIS PRIVACY POLICY

We will amend this privacy policy from time to time to ensure it remains up-to-date and accurately reflects how and why we use your personal data. The current version of our privacy policy is posted on our website.

This privacy policy was last updated on 10th February 2021.