

PRIVACY POLICY

The security of our client's data is very important to us and we are committed to respecting privacy. We are conscious of this issue and we are happy to address any questions concerning the way we handle personal information.

Data control is handled by Richard Taylor MRICS, who is a Director and shareholder of London's Surveyors and Valuers Ltd.

We collect and process personal information in relation to valuation and survey instructions. This information is obtained by telephone, e-mail and letter.

Details are likely to contain the following;

- 1) Name
- 2) E Mail address
- 3) Home address
- 4) Payment details
- 5) Details of the property[ies] that are to be instructed

We use this personal information to;

- a) Confirm who our client[s] are
- b) Agree terms of business
- c) Take payment for the proposed instruction
- d) Confirm details of the property[ies] to be reported on
- e) Submit our report when all investigations have been completed

DATA

The personal information collected, with the exception of credit card and other payments methods (such as cheques or money transfers) is retained for ten years in secure storage with the property file for ten years. The retention of the property file is for compliance to Royal Institution of Chartered Surveyors rules, requiring files to be kept for this length of time.

Credit card data is processed through a Barclays Bank Ltd transaction terminal at which time all personal information is destroyed. We retain the payment certificate on the file for accounting purposes, but this does not contain any personal information.

DISCLOSURE

Personal information will only be used by London's Surveyors and Valuers Ltd, and will not be disclosed to any third parties.



We Value London

YOUR RIGHTS

- You have the right to access the information we hold about you.
- You have the right to correct the information we hold about you.
- You have the right to request we erase the personal information we hold about you, if there is no good reason for us to retain it.
- You have the right to request we transfer your personal data to a third party.
- You have the right to withdraw consent to the processing collection and transfer of your personal data at any time.

Should you wish to see a record of the data we hold for you, review, amend or withdraw consent for its use, please write to the company at:

London's Surveyors and Valuers Limited
17 Hanover Square
Mayfair
London
W1S 1BN

Tel: 0207 491 7178