

PRIVACY POLICY

Cavendish Surveying Ltd take your privacy seriously and we will only use your personal information to administer your account and to provide the services you have requested from us.

How we use your personal information?

We use your personal information in a number of ways to:

- Provide you with the service or information you've requested.
- Ensure we contact you based on your preferences depending on the permission you have given us this may be by post, email, telephone, SMS, social media or via a mobile application.
- Seek feedback from you following a visit to our facilities. Your feedback allows us to improve our website, products, facilities and services.
- To pass your details where appropriate our insurers and our solicitors should you be involved in an accident or incident whilst on our premises or when taking part in one of our events or activities.
- Improve our website and the range of services and products we provide.
- Keep a record of your relationship with us.
- crime prevention and detection and the apprehension and prosecution of offenders.
- monitoring and collection of visual images for the purpose of maintaining the security of premises, for the preventing crime and investigating crime the purpose of public safety

What personal information we hold about you?

We only ask you to supply information that we need in order to provide the service you have requested. We will normally ask you to provide us with:

- Your name
- Your contact details – email, phone numbers, postal address
- Details of the service you are interested in

Cookies

This site uses Cookies. Cookies are small data files that are sent between computers during a browsing session. Cookies are typically stored on your computer's hard drive and are used by Websites to stimulate a continuous connection to that site. In order to make our site more responsive to your needs we use cookies to track and manage information relative to your specific interests. In this way we can tailor our site to your needs, deliver a better and more personalised service and track the pages on our site that you visit. The use of cookies automatically identifies your browser to our computers whenever you interact with our site. Your browser options allow you to disable cookies. You should note that if you do disable cookies, you may not be able to access all the services on this site.

Where we collect your personal information from

We collect personal information about you in several ways:

- via our websites when entering forms.
- when you contact our office by mail, phone, email, social media or live chat.
- when submitting an online enquiry form.
- Like most websites, we use “cookies” to help us make our sites, and the user experience, better. Cookies mean that a website will remember you. They’re small text files that sites transfer to your computer (or phone or tablet).

Who we share your data with

- We do not share your information with any third parties unless required to do so by law.

How we keep your personal information up to date

Cavendish Surveying Ltd has a legal obligation under data protection legislation to keep the personal information it collects accurate and up to date. Among other things, it helps us ensure that we do not contact you with inappropriate information and marketing messages.

We keep your information accurate by:

- giving you the opportunity at any time to contact us to correct or change your information.
- screening your name and postal address information against Royal Mail’s National Change of Address File: where you have given your permission to Royal Mail, we can either update our records with your new address or note you have moved so we don’t send anything to your old address.
- using information publicly available to us.
- If you contact a member of our team we may ask you to confirm certain details.
- when we receive undelivered mail or emails.

It’s important for both you and us that your personal information is correct. If you believe this not to be the case then please e-mail the amended details to info@cavendishsurveying.co.uk and we will contact you to verify your identity.

How you can find out about the information we hold about you

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us using the contact details in this privacy notice.

We will get in contact to verify your identity and if we do hold information about you we will:

- give you a description of it.
- tell you why we are holding it.
- tell you who it could be shared with.
- let you have a concise and clear copy of the information.

Our legal basis for processing your personal information

Much of our processing will be under the basis of “contractual obligation” in other words we need and use your personal information for providing the services we offer or you have contracted with us for.

However, when you have unambiguously opted in to receive information from us, our processing will be based on consent. Of course, you will always have the opportunity to object as detailed below.

Asking us to suppress or remove your personal information

Should you wish to not receive information from us in future then you can quickly action this by sending your details to info@cavendishsurveying.co.uk and we will quickly suppress your data.

Should you further wish for us to remove your information entirely (and assuming we have no other obligation to keep it) then please let us know and we will do this – but we would encourage you to let us use it for suppression purposes only.

For clarity Data Suppression refers to the removal of any unwanted records from a contact database.

What to do if you have a complaint

If you have a complaint please contact our Data Protection Officer at info@cavendishsurveying.co.uk who will deal with your request promptly:

If you are not satisfied with the way your complaint was handled, you can refer your complaint to UK Information Commissioner’s Office at <https://ico.org.uk/concerns/>.